



THE UNIVERSITY OF WINNIPEG

# Homestay Handbook



## For Host Families

Revised February 2018

HOMESTAY GUIDE FOR HOST FAMILIES

## **Welcome to the Homestay Program!**

The Homestay Program at The University of Winnipeg is a valuable and rewarding cross-cultural experience for both hosts and students. It was created to provide a housing option for our students along with residence and off-campus housing. Our Host families are critical components in the deliverance of this program. We want to ensure that both students and host families have a positive experience.

This handbook was designed to give you all the information, advice, and policies you need to make your time in the Homestay Program a rewarding and positive experience. Please read through each section carefully and with consideration. I hope this information will be helpful in your Homestay experience. The best way to start the program is simply talking with your student.

As Homestay Coordinator, I am happy to support you. If you have any questions or concerns, please don't hesitate to contact me by phone/email or make an appointment.

Thank-you!

Chau Huynh

Homestay Coordinator

Email: [homestay@uwinnipeg.ca](mailto:homestay@uwinnipeg.ca)

Office Phone Number: 204-982-6631

UW Emergency Phone Number: 204-451-0738 (To be used ONLY in the case of homestay emergencies.)

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## BECOMING A HOST FAMILY

Homestay hosts are chosen for their genuine desire to share their family life with an international student. Homestay families show interest in other cultures and in helping other people. Our host families are single persons or families, with or without children. Becoming a Homestay host requires you to fully commit to providing a positive and beneficial experience for the visiting student, in addition to room and board. Our mandate is to provide a clean, safe, functional, and comfortable home environment within which the student feels at ease and is encouraged to use his or her English skills. The program reserves the right to choose hosts using these criteria and to remove hosts from the program who fail to continue to meet the criteria.

### Criminal Record Checks

The University of Winnipeg requires that Homestay families submit their current Police Information check (Vulnerable sector included) with their Homestay application form.

All the adults living in the house are required to submit a copy of their Police Information Check (PIC). The PIC can be obtained at the Public Safety Building or you can apply online at <https://policeinformationcheck.winnipeg.ca/> (Our agency name is “University of Winnipeg - Homestay Program”).

If you are interested in hosting our Collegiate students, you have to submit a copy of a Child Abuse Registry check of all adults in your house.

Host families will be required to update these records every 4 years.

### Home Visit



When we anticipate a need for new Host Families, we will contact you and arrange a convenient time to visit you and your family in your home. Our Homestay coordinator will schedule a visit to your house after we have received your application form, and a copy of your Police Information check (Vulnerable sector included). Please note that we cannot guarantee a student for a specific time as student requests for Homestay fluctuate throughout the year.

## HOUSE REQUIREMENTS

### Location Boundaries



We try to place students in homes located close to the University of Winnipeg for the students' safety and convenience. All of our students depend on the bus system as their mode of transportation. **Before applying to be a host family, please ensure that there is a convenient direct bus route (with no transfers) from your home to the University of Winnipeg. Your home should be no further than a forty minute commute by bus including walking time.**

### Bedroom Requirements

Each student staying in Homestay requires a private bedroom with a bed, dresser, desk, chair, lamp and closet. **The Manitoba Fire code requires that all bedrooms have a window that has an opening of at least .35 square metres.** Please ensure that the room you are planning to use meets these requirements.

The Manitoba Building Code requires:

- Every bedroom to be provided with a window that has an unobstructed area when open of at least 0.35 m sq. (3.77 sq. ft.) with no dimension less than 380 mm (15 in.).
- Typical dimensions of windows meeting this requirement are 920 mm x 380 mm (36.2 in x 15 in) or 592 mm x 592 mm (23.3 in x 23.3 in). The bottom of the window should not be more than 1.5 m (approx.. 5 ft) from the floor
- Smoke Alarms are required to be located on each floor between the bedroom and living area

- Please see [http://winnipeg.ca/ppd/pdf\\_files/bsmtdev.pdf](http://winnipeg.ca/ppd/pdf_files/bsmtdev.pdf) for further information

### **Further Notes**

**Please note that our Homestay Program does not fall under the Residential Tenancy Act.** There are no damage deposits involved, and we cannot guarantee that the student will give you advance notice of their leaving. The University of Winnipeg establishes the Homestay guidelines for both student and host, and facilitates the matching process of the two parties. We do our best to support and encourage a harmonious relationship between the host and student. In the event that the match is not compatible, The University will take appropriate action to relocate the student. As the matching process is done before the student and host family are able to meet, and is based on information received from students, **we cannot guarantee the student will stay for the full term.** Because of this, we strongly advise that the homestay payment should not be calculated as household income.



### **Other Important Information**

**The University of Winnipeg reserves the right to relocate the student without notice and without reason.** In the event that the student/Host Family match is not compatible for any reason, or if the University learns that there have been problems in the home, including inappropriate behaviour exhibited by a family member or a student, the student will be removed from the home.

**In the event that a student causes damage to the Host Family's home or property, or fails to pay their telephone bill, the Host Family agrees to release the University of Winnipeg of liability.**

The University of Winnipeg Homestay Program may place up to three students per household when the conditions are appropriate; however, we usually place students from different countries at the same homestay at the same time. Please inform the Homestay Coordinator if you plan to have an international student from another institution living in your home.

**The University of Winnipeg strongly advises that each family contact their insurance provider to confirm that they are properly insured for any accidental loss or damage incurred by hosting an international student. The University of Winnipeg cannot be held liable or responsible for any loss or damage**

### **TO KEEP YOUR FILE UP-TO-DATE**

- 1) **Inform the program if you change residences.**
- 2) **Inform the program of any changes in family profile (i.e. serious illness, divorce, adding a pet or adult children returning to/leaving home, change of location of student room etc.)**
- 3) **Update your criminal record checks every four years from the date of application.**

Please note that registering as a host family does not guarantee that a student will be placed with you every time you request one. Placement depends on the demand for host families and whether your family is a suitable match for a student. We do our best to accommodate requests, but our ability to place a student in your home depends on the number of students who require homestay and what their individual needs are.

The need for Homestays depends on the number of new students arriving for any new term at the University of

Winnipeg.

- New terms begin in January, May, and September of each year.
- Students usually arrive one week before the start of their program/ term
- If you are interested in starting to host for a specific term, submit your application at least 2-3 months prior to the start date of that term

Usually, a maximum of 2 or 3 students will be placed in an individual home. We ask to be informed if a student from another homestay program is placed in your home at the same time as one of our students.

Other factors we consider in our placements:

- Proximity to the University of Winnipeg within walking distance or bus (up to 40 minutes, including walking to bus stops)
- Any dietary practices/ restrictions by either the Homestay host and/or student
- Student allergies and/or preference to be in a home with or without pets
- Student preference to be in a home with/without children
- Willingness to host male or female students
- Homestay host or student requests smoking/non-smoking



## RECEIVING A STUDENT IN THE HOMESTAY PROGRAM

The following list outlines what to do **before** and **after** your student arrives in your home.

- Two months before the start of each term (Fall, Winter, and Spring/Summer), the Homestay Coordinator will send out a survey to gather important information. Please answer the survey's questions and most importantly, **your availability for the following term**. The sooner we get your availability, the sooner we can begin placements.
- As you wait for your student's arrival, it's a good idea to communicate with them. Many host families and students send pictures to one another; this helps host families recognize their students at the airport.
- Check your student's arrival time and be sure to arrive at the airport/train station/bus depot with ample time to pick up your student. It's a good idea to check and confirm arrival time in case of delays. In the case of airport arrivals, be sure to check if the student is arriving on a domestic or an international flight.
- Bring a large sign with you with your student's name printed clearly on it so that he/she can find you easily.
- Students are usually tired after a long flight, so a quiet time with tea and snacks may be just what is needed before you give the student any information.
- Take the time to get to know your student so that he/she feels at home with you. It is natural for students to feel shy and nervous at first. They need to know that they are welcome in your home, and that all family members accept them.
- Once the student has had a chance to relax, give him/her an orientation to your home and your neighborhood.
- Make sure that your student feels confident about taking the bus to and from the university. Point out significant landmarks to help the student remember where to get off the bus.
- Give the student a card with your name, address, and home/work phone numbers in case he/she gets lost.
- Check the date and time that your student starts classes, and where he/she goes on the first day.

## RECEIVING A COLLEGIATE STUDENT IN THE HOMESTAY PROGRAM

Students who are minors (under age 18) have special requirements. The custodian of the student is the Collegiate, NOT the Homestay Program. The following are some guidelines for homestay families to follow when they host Collegiate students:

- Homestay families cannot leave minors alone in their home, overnight. If needed, they can ask another caregiver to be with the student; with the approval of the Homestay Coordinator.
- There is a 10:30 pm curfew from Sunday to Thursday and 12:30 am curfew on Fridays and Saturdays. **Host families have the right to set house curfew times.**
- Older teenagers can go out without adult supervision, but they should get permission from the host family and provide contact details.
- Minors are not permitted to smoke cigarettes or use alcohol. Failure to comply might result in being asked to leave the Homestay Program.
- Weekend **sleepovers are allowed at the discretion of the host family and provided that** the home where the sleepover will take place is also part of our Homestay Program.
- If a student has travel plans, they must inform their host family of the dates they will be away and should also give information as to where they are going and with whom. Travel anywhere must be approved by the Collegiate prior to travel.

## BASIC RESPONSIBILITIES OF THE HOMESTAY FAMILY

- Read homestay correspondence and handbooks materials thoroughly. Follow all policies and guidelines as they pertain to the Homestay Program.
- Attend the Homestay Orientation as they are made available
- Inform the Homestay Program staff if you host a student from another program or privately.
- Provide the student with contact information to reach you, especially for cases of emergencies.
- You are expected to pick up your student when he/she arrives in Winnipeg and drop him/her off when the program ends. Be sure to check arrival and departure schedules and be at the airport/station/depot at the appropriate time.
- Acquaint your student with the bus route to and from school so that he/she feels comfortable using public transportation.
- Orient the student to Winnipeg, to the neighborhood, and to local services such as banks, post offices, convenience stores etc.
- Each student should have his/her own private bedroom with a comfortable bed, desk/table to work at, and good lighting. The room should be clean and comfortable, with adequate heating in winter.
- Provide cleaning supplies for the student to keep their living space clean
- Give students full use of the household, including telephone, high speed internet, television, living areas, laundry facilities and cleaning supplies.
- You are required to supply food for 3 meals: breakfast, lunch and prepare a daily dinner.
- Always speak English when your student is present, and encourage your student to speak only English at home.
- Respect the rights, privacy, and culture of the student including religious and political beliefs.
- Keep sensitive personal information confidential. The Homestay Coordinator should be contacted if you feel that a student is in physical or emotional danger.
- Invite your student to join in family activities and outings, and help him/her to adjust to our culture,

lifestyle, and family life.

- Act as a caring host and regard your international student as family; treating them with patience and respect.
- Set clear and reasonable guidelines to your student. Sometimes it helps if you write out a short list of rules that the student can keep.
- Identifying and informing students about the daily routines/schedules in your house is encouraged. Students will be able to adapt more easily once they understand your personal routine.
- It may also be helpful to understand your student's expectations of Homestay; ask them what they expect from you and communicate with and help them to understand your role as a Homestay parent. This will create a better understanding of the expectations and needs in your new relationship.
- Facilitate discussion with the student when one month of their stay is remaining with regards to whether or not they will remain in your home. Host families will be supportive of their decision.
- Provide an updated Police Information Check and/or Child Abuse Registry Check every 4 years.
- Notify the Homestay Coordinator in case of extended absence (hospitalization, long vacation etc).

## **BASIC RESPONSIBILITIES OF THE STUDENT**

Students in homestay are given an orientation in the first week of their program. These are the expectations that are conveyed to them:

- Communicate daily with your host family and make an effort to feel comfortable with them.
- Be sure to check about the family's house rules.
- If you don't understand something, please ask.
- You must keep your room clean and tidy. This means making your bed, dusting and vacuuming your room regularly (you can ask your host family how often this should be done).
- Clean up after yourself in the bathroom. Clean the shower after you use it, remove all hair, and wipe the sink. Do not leave wet towels on the floor.
- You should help with meals by setting the table and helping to clear the table. In some families, you may also make your own breakfasts and lunches. Dinners will be prepared by the Homestay daily.
- Tell your host family well in advance if you are going to be late, or if you won't be home for dinner. **Let them know by 3:00 PM, that day.**
- Pay for your own entertainment and snacks (unless the family offers to treat you).
- Provide your own toothpaste, shampoo, deodorant, and other personal items.
- If you plan on going out, you must give information to your host family. It is helpful to answer the following:
  - WHO: Who are you going out with?
  - WHAT: What will you be doing?
  - WHEN: When are you going? & When will you be back?
  - WHERE: Where are you going?
- All students in homestay will fill out a homestay evaluation form at the end of their program

**NOTE: Students receive a Homestay Student Handbook. You are encouraged to read this booklet with your student.**

## IMPORTANT ISSUES TO DISCUSS WITH YOUR STUDENT

Right from the beginning, it is important to discuss the following topics and possible issues with your student as they apply to your situation. If you are experiencing difficulties with any of these topics or issues, please call the Homestay Coordinator.

### Meals



Keep in mind that the students are paying for their meals, so they should be provided with some options of food that they enjoy eating, as well as with an adequate quantity and variety. Although families are not expected to change their diet to suit their students, they should also be sensitive to the challenges of students having to make drastic changes in their diet. To help, homestay families can make an effort to communicate, understand, and accommodate students' likes and dislikes. Please take your student grocery shopping with you. Students can be asked to prepare their own breakfast and lunch, as long as the food is available for them. Please show your students the different options. Students can heat up their lunches in microwaves provided at the university.

Your student may want to cook a dish for you if you provide the necessary ingredients. This could be a great cultural experience for both of you! **Because dinner is the only meal that you and your student can share, please make every effort to be home to prepare and eat the evening meal with your student.** Take the time each evening or morning to discuss plans for the day so that your student knows what the arrangements are. If you cannot be home occasionally for dinner, food must be provided for your student to heat up. Because students sometimes request, for one reason or another, to leave homestay earlier, you are advised to **not** stock up on food. The university cannot compensate you for any money spent on unused groceries.

### Shower Use

This is important to discuss with your student soon after he/she arrives. Ask your student what time of day he/she normally uses the shower, and the length of time they consider appropriate for taking a shower. Let your student know that culturally, we recommend no more than 15 minutes. Students need to be told this because, in some countries, people spend considerable time taking a bath/shower or can take multiple showers in a day.



### Telephone Use



For long-distance calls, students should have a pre-paid phone card. These cards should be available at most convenience stores. Be sure to discuss guidelines about the amount of time that can be spent on the phone and the times when calls can be received.

If your student wants to have a phone plan, homestay families are not expected to cosign a contract with their student. Host families can help students find a phone plan.

### Computer and Internet Use

Internet access must be provided by the Homestays. Homestays are not required to provide a computer for the student. Most students bring their own laptops, notebooks, smartphones and/ or other devices that require a Wireless connection. Students also have access to computers at school.



### Laundry Facilities and Use

Discuss whether you will do the laundry or the student will do his/her own. Either way, you are responsible for supplying the laundry detergent. If the student does his/her own laundry, be sure to



clearly explain how to use the washer and dryer. If you live in an apartment, you are required to pay for the student's laundry, as this is a service that all homestay students receive.

## Alarm Systems



If you have an alarm system in your home, please take the time to show your student how to set and disarm the system. Be patient and explain how the system works carefully, as your student will probably be nervous about this at first. Ensure that the student understands home safety procedures.

## Travel

Many host families will want to include the student in their own local travel and holiday plans. Please note that travel within Manitoba with the host family does not require parental permission.

- For students under 18 years old, the **Homestay Coordinator must be informed with the full details of the trip. (location, departure and return date, who you are going with, and contact information).**
- For Collegiate students, **the Collegiate must be informed with the full details of the trip.**

**If you traveling without your student, the Homestay Coordinator must be informed prior to the trip.**

The host family has 3 options –

- 1) They will have someone, a family member or friend that they trust, stay with the student while they are away. This person **must** be approved by Homestay.
- 2) If the trip is less than 3 days and the student is comfortable and understands they will be by themselves, it is OK to leave the student alone
- 3) The Homestay Coordinator can find a temporary homestay while the host family is away.

**NOTE: Homestay families might have plans outside of the house and come home late, a good idea would be to communicate with you student. Host families should let the student know if they plan to come home late. You will need to have a prepared dinner for the student to reheat at home. Please note, homestay families cannot leave minor students alone overnight.**



## Keys



Be sure to provide your student with a key to your house. This is very important, as your student may have to come home during the day if he/she is not feeling well at school. Remind students to always lock the door when leaving and returning home. Explain to them that this is a safety practice that most people follow.

## CURFEWS FOR MINOR STUDENTS:

**Host families have the right to set house curfew times.**

**We recommend a 10:30 pm curfew from Sunday to Thursday and 12:30 am curfew on Fridays and Saturdays.** Students should make previous arrangements with you if they are attending an event that ends after curfew. We ask that they **always** inform the host family about where they are and when they will be back home.

Please be clear and communicate with your student about your expectations. It might be helpful to let students know that any worry or concern worry comes from a place of care for them and their safety.

**For students above 18 years old: Although there is no set curfew for them, we ask adult students to be mindful if/when they come home late. We ask them to be considerate; come into the house quietly and remember to lock the door.**

## **HEALTH COVERAGE & HEALTH PROBLEMS**



- All students have GuardMe Health Insurance through the University of Winnipeg as a condition of registration. The GuardMe Insurance is an emergency health care plan. Please review the GuardMe website: <https://www.guard.me/> or call 1-877-873-8447 for further information.
- Students who have a study permit for longer than 6 months are eligible to obtain the Manitoba Health Card.
- If your student is sick, you can take him/her to a walk-in clinic or the hospital if needed. Coverage begins at their arrival, even if they have not yet received their Health card. The student is covered anywhere in Canada up to the level of Manitoba fees. Most clinics will charge the student and then student will need to request for their reimbursement. Please let us know if your student has any medical problems while he/she is staying with you.

## **WHEN PROBLEMS ARISE**

In life, conflicts are inevitable since we are not the same. It is normal and common to have conflicts in your life. It is important, however, to be open about the conflict; especially if it is serious and persists. The key to avoiding conflicts and ending them is communication. You must talk about the conflict. This is hard when a conflict occurs with the host family, because a student may feel like the guest in your house and may lack the English skills to express themselves. You should try, however, to resolve the conflict within the family. If you can't, talk to the Homestay Coordinator immediately!

Often, you will find conflicts result from misunderstandings. Students may feel the family does not spend enough time with them. They may find they do not eat rice very often or they want more vegetables.

We encourage students to communicate to their host families when conflicts occur.

We tell them that the host family wants them to be happy. That it is also a labor of love, something host families take on to help others and interact with different cultures. We let them know that host families are open-minded, good-spirited people.

Please try to help students if they approach you with problems and encourage students to communicate openly with you.

If you have any concerns about your student, please contact The Homestay Coordinator at 204-982-6631 or by email. We can discuss the problem and see if a solution can be worked out. Most of the time, issues can be resolved. We find that a lot of problems stem from miscommunication and/or misunderstanding of the English language. If either you or the student is having serious problems that cannot be resolved, we will arrange a new placement for the student.



## WHEN STUDENTS REQUEST TO LEAVE HOMESTAY



Students are expected to stay in homestay for the duration of their program. When students or Homestay request a move, they must give two weeks' notice. However, in some cases, we may need to remove the student earlier.

Students are required to give two weeks' notice before moving out or pay the equivalent of two weeks' homestay fee if no notice is given. Once again, this rule is waived if the homestay situation is deemed unsuitable. The Homestay Coordinator reserves the right to move a student without advance notice if we decide a situation is unsafe or unsatisfactory for either party. You must reimburse the Program for the balance of the homestay fees if an advance has been given.

**NOTE: There is a form that must be filled out and signed once the student gives you notice that he/she wishes to leave or change homestay. Please do not arrange to take in a student from another homestay family without discussing the issue with us first.** There may be circumstances that you are not aware of, and it is very important for us to know if changes are being considered.

**When host families and students join our program they agree to the policies of the program. It is unfair for host families or students to try to negotiate changes in living arrangements such as reduced fees, friends moving in, etc. If students and host families wish to remain in our program they must follow the rules of the program.**

## ENTERTAINMENT



Students are responsible for paying for their own entertainment. If students choose to go out for dinner with their friends, they pay for that meal. However, if your family goes out to eat with the student, you are responsible for paying for that meal because dinners are provided by the host family. If your student is invited to spend the day at the home of another host family, or is invited to go on an outing with that family, please consider returning the favor.

## PAYMENT OF HOMESTAY FEES

In the ELP 14 week program, students pay for their first 105 days of homestay to the university. A cheque for 60 days payment (\$1,400) is then issued and sent to host families at the end of the first month of homestay. The final cheque for the next 45 days (\$1,050) is sent a month later. After 105 days your 14 week student pays directly to you for the remainder of the stay at \$700 per month.



UW will pay to the families for the first 90 days. Collegiate and undergraduate students will pay directly to their Homestay after the first 90 days.

Homestay Students will pay regular fees if they decide to travel and leave their luggage with the Homestay during their absence.

The payment for short term programs is variable. If you are involved in one of these programs you will be given more details by the Homestay Coordinator.

## INSURANCE ISSUES

University of Winnipeg strongly advises that each homestay family contact their insurance company to confirm that they are properly insured for any accidental loss or damage caused by hosting an international student.

University of Winnipeg cannot be held liable or responsible for any such loss or damage.

You should check with your insurance company as to whether or not you need to purchase an extension on your house insurance policy for liability to cover additional occupants residing with you. That way, you are covered if anything happens to the student while he/she is staying with you (for example, if the student slips on a wet floor in your home and is injured as a result).



## MONEY ISSUES

Please discourage your student from carrying large amounts of cash or leaving cash in his/her room. Students should have access to a bank account while they are studying here. **Under no circumstances should host families be lending money to or borrowing money from their student. Please do not sign any cell phone contracts or guarantees for apartments for your students.**

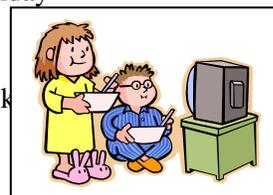
## PROPERTY DAMAGE

While every effort is made on our part to encourage students to take responsibility for damage to Homestay homes or property, the Host family agrees to release The University of Winnipeg of liability.

## THINGS TO DO WITH YOUR STUDENT

Although host families are not required to act as tour guides, we do ask you to extend an invitation to your student (s) to join all family activities and to take the time to orient them to Winnipeg. Students certainly appreciate being included in activities and spending time with their homestay families. Here is a list of activities that students have mentioned they enjoy doing with their families:

- going grocery shopping or going to the mall
- going to the Forks or Assiniboine Park to see a special event
- watching a video and talking about it after
- reading a newspaper article and discussing it
- baking/cooking a dish from their country
- going to garage sales
- going to the park for a picnic
- having a barbecue
- having a few friends over for a special occasion, such as a birthday
- planting flowers/a garden
- going for a ride, walk or a drive
- watching your children/grandchildren play soccer/baseball/hockey
- trying a new sport for the first time
- going to the beach/the lake
- reading a story to your children/grandchildren
- looking at family photos with you
- visiting your friends/relatives with you
- being a part of Canadian celebrations (Halloween, Thanksgiving, Easter, Canada Day)
- playing card games or board games



## CULTURE SHOCK AND ITS EFFECTS ON STUDENTS

There are certain stages of personal adjustment to a new culture. Therefore, it is important for you to be aware of the process that your student will go through during his/her stay with you.



**The Honeymoon Stage:** This stage is characterized by excitement and anticipation. Students are fascinated by everything that is new, and they are excited about coming to study in Canada!

A student at this stage will appear eager to please you. He/she may often nod or smile to indicate understanding even when there is no understanding! When misunderstandings increase as a result, “culture stress” occurs. This stress usually leads to the second stage of culture shock.

**The Hostility Stage:** Once the initial euphoria has worn off, reality sets in, and the student becomes quite weary of communicating in English (and often being misunderstood!) every day.

Students feel anxious and upset because they don’t seem to be able to communicate well. Students often react to their frustration by blaming their external environment for their feelings.

At this point, we quite often see hostility as a result of their frustration, absenteeism from school, lack of motivation, and (at worst) complete withdrawal. You may see your student retreating to his/her bedroom or seeking out companions who conform to his/her expectations.

This is a difficult and painful stage, but with patience, support, and encouragement, it does pass. At this time, encourage your student to talk about how he/she is feeling, and to talk to others who have gone through the same experience and can relate to it. If you have hosted in the past, it might be helpful to bring up the experiences of past students. Normalize what the student is going through and validate that it is frustrating not feeling understood. Because culture shock is mainly stress, help your student to deal with it by suggesting more sleep, regular exercise, and relaxation time. Help your student to understand that this is a normal stage in the process of cultural adjustment.

**The Adjustment Stage:** In this stage, students begin to relax in new situations and are able to laugh at minor misunderstandings without becoming hostile. Now, students have probably made some friends and are finding it easier to manage their tasks in class, understand their instructors and classmates, and enjoy their experience. Continue encouraging and supporting your student as they grow and adapt.

**The Acceptance Stage:** This final stage occurs when students can honestly say that they feel “at home” in their newly acquired culture. They have learned to adapt and adjust their behavior so that they fit in with the people around them. Getting to this stage requires the ability and willingness to watch and listen for the “rules of the game”, and to learn and practice new skills and attitudes. This does not imply that students must become “Canadianized”. Rather, they become aware of our standards and norms and feel that they now have a comfortable balance between the two cultures, for which they should be congratulated!

\*For more information on this topic see Casse, Pierre (1981). *Training for the Cross-Cultural Mind: A Handbook for Cross-cultural Trainers and Consultants*, Second Edition. SIETAR. The Society for Intercultural Education, Training and Research, USA

## SAYING GOOD-BYE



Students leave their host families under many different circumstances. These departures can be very emotional for you and your student.

Many students leave at the end of their program to return home. Often these students feel very sad about leaving, so it is important to stay active with the student until the end of his/her stay. Homestays are expected to provide a ride to the airport when students depart.

Sometimes students leave homestay because they are unhappy or you have requested that they leave. These departures should be handled with dignity and maturity. Despite the fact that this can be a difficult situation, there is no point in making everyone's final days together unpleasant. You may call on the homestay coordinator to discuss the situation further.

Students may also leave in order to move into an apartment. This move should not be taken as a rejection of your family. For many students, this represents their first opportunity to live on their own, and it's another step in growing up. Let the student know if you want to keep in touch.

Students who have left Winnipeg may continue to keep in touch via e-mail and letters. As the months and years go by, there will likely be less contact, but don't be surprised to hear from a student after a lapse of a few years! Your response to these efforts to keep in touch does much to continue your life-long friendship!

We hope that the information and suggestions contained in this handbook are useful for you. We thank you for opening your home to international students, and we wish you an enjoyable time with the students that you host. While your student is with you, we ask that you treat him/her in the same way that you would like to be treated if you were staying with a family in another country.

If you have any questions or concerns please contact the Homestay Coordinator during the office hours at (204) 982-6631.



# THE UNIVERSITY OF WINNIPEG

## Notice of Leave/ Change of Homestay Form

Student's Name: \_\_\_\_\_  
(Please print)

Host Family's Name: \_\_\_\_\_  
(Please print)

Date: \_\_\_\_\_

Date that student will leave homestay: \_\_\_\_\_

Student's signature: \_\_\_\_\_

Host family's signature: \_\_\_\_\_

Reasons for leaving: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Return this form to The University of Winnipeg Homestay Program Coordinator.**

Office Notes:

\_\_\_\_\_  
\_\_\_\_\_