

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 you feel like the guest in their house and your English skills may not be equal to theirs. 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. You may feel the family does not spend enough time with you. You may find they do not eat rice very often or you want more vegetables. But, if you tell them, they will try to correct the problem.

After all, the family wants you to be happy. Yes, they are paid for homestay. But it is also a labor of love, something they take on to help others and interact with different cultures. They are open-minded, good-spirited people. If you approach them with problems, they will try to help you. But they are not mind readers. You must raise your concerns.

Sometimes problems can be worked out; however, if there are serious problems, a change in host families can also be made.

Do not change host families without permission from the Homestay Program. Before moving, you must submit your Notice of Change form signed to the Homestay Coordinator and give two weeks' notice to your Homestay.



STEPS TO RESOLVE CONFLICTS:

Step 1. Discuss the issues with your hosts. Do not be afraid to speak to your host, they may not know that you have some problems or concerns. If it is a misunderstanding, after talking about it you will understand each other better. Or you both can find solutions that you and your hosts would agree with.

Step 2. If it does not work, ask the Homestay Coordinator for help.

IMPORTANT: Before Leaving or Moving Out of Homestay!

- **If you are planning on leaving the Homestay Program, you and your host family must sign the Notice of Change form two weeks before you plan to leave** and return this form to the Collegiate.
- The University of Winnipeg **Homestay Program is for current University of Winnipeg students**. The Homestay Program and/or the host family have the right to ask a student to leave the Homestay Program if they are no longer UW students or have not attended any classes for over two weeks (not including academic breaks).
- When students and host families join our program they agree to the policies of the program. It is unfair for students or host families to try to negotiate changes in living arrangements such as reduced fees or friends moving in, etc. If students and host families wish to remain in our program they must follow the rules of the program.
- Students are responsible for any damages that may occur during their stay at Homestay. If students damage or break something during their stay at homestay, they must pay for it.
- If a student does not follow the homestay policies they might be asked to leave the program.
- If you request to move and have changed families more than once or have been more than a year since your homestay placement, you will be charged the \$450 placement fee again.
- The placement fee and homestay fee are non-refundable.
- Students who move without providing 2 weeks' notice will be required to pay for the 2 week period after their move
- Students will leave their room as they found it. Meaning, they will clean the room, take out any trash, wipe down surfaces, etc.

We hope you have a wonderful experience in The Homestay Program!
Please let us know if you have any questions.



THE UNIVERSITY OF WINNIPEG

Notice of 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: _____

Collegiate Advisor signature: _____

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

Office Notes:

