

HOMESTAY STUDENT GUIDE

Living with a host family provides an enriching cultural exchange and the perfect opportunity to learn the English Language. It is also the ideal setting to gain new skills and to experience the Canadian lifestyle.

Please read the following information to help you get ready for this unique and wonderful experience.

When you arrive, you will meet your family, this is a good time to go over any questions you may have. For example:

- I need open a bank account; can you help me?
- What is the WI-FI password?
- Do you have meal times?
- Where do I do the laundry?

You will be given entry/access into the home (housekey, and alarm code – if applicable).

Your homestay family will help you get to the school the first day. If you do not live within walking distance to Coquitlam College, the homestay family will show you where to buy your bus pass and how to take public transit.

Communication is most often the key to avoiding and resolving problems. It is important to talk to your homestay family and the homestay coordinator at the College. We are all here to help you adjust and enjoy your experience in Canada.

Once you are settled, you may want to be included in household duties and activities. For example: setting the table, emptying the dishwasher, taking the dog for a walk, or help make dinner. Feel free to offer your assistance.

Tell your homestay family about your family by sharing photos or stories. If you like to cook, ask the host family if they would like you to help make dinner.

Your host family is not a hotel. Please try to participate with the family chores, such as helping with dinner or doing your own laundry.

Please comply with the family's rules. It is important to communicate with your family when you are going out and to give them a telephone number where they can reach you. It can be very worrying for a host family if they cannot reach you, they need to know you are safe. Communicating with them is the key for a successful homestay experience.

EMERGENCY

Call 911 for police, fire or medical attention when an immediate response is required.

The afterhours school emergency number is:
604-314-1289

SAFETY

- Write down your homestay family's name and contact information.
- Be aware of the evacuation routes in your home.
- Know where the fire extinguisher is and how to use it.
- Call 911 if you have an emergency that requires immediate help.
- If you have a medical emergency, ensure you are taken to the hospital or call 911.
- We encouraged you to come and talk to the Counsellors and the Homestay Coordinator at the College. We are here to support you with any concerns you may have.

The following government help lines and medical resources are available for you to call at any time:

- The B.C. children's help line. 310-1234. Or to report a child abuse problem # 1-800-663-9122
Available to you 24/7, 7 days a week in case you feel you are being mistreated or unsafe in the home or at school.
- Kids **Help** Phone at **1-800-668-6868** *Available for counselling and mental health support.* Provides kids and teens access to a professional counsellor by phone to discuss their issue or concern 24 hours a day.
- Kelty Mental Health Resource Centre
Resources regarding mental health issues, substance use, medications and healthy living.

HOMESTAY PAYMENT

You are responsible to pay the homestay fee directly to your homestay parents.

The current Homestay rate is **\$1100.00** per month (three meals a day)

Please visit www.coquitlamcollege.com for the published homestay rates.

The daily rate for this program is **\$37.00**

Holiday Rate is **\$20.00/day**. A holiday is considered two weeks or more where you are absent from the home.

Homestay families **may not** charge you extra or change the homestay fees from what has been outlined above

Please be aware the fees outlined above are as of (January 2019) and are subject to change. Visit www.coquitlamcollege.com for the most recent rates.

MOVING OUT OF THE HOMESTAY

The first month is a trial month and you may move out at the end of this month if you inform the host family and homestay coordinator within the first two weeks. Please call 604-939-6633 or email homestay@coquitlamcollege.com to inform the homestay coordinator.

You must give two weeks' notice to your homestay family if you intend to move out. You may give this notice at any time throughout the month. For example: If you pay the homestay fee on Oct 1st and tell your homestay parent on Oct 15th that you will be moving at the end of the month, you have given the correct notice. If you tell your homestay on October 20th, you will owe the homestay for the remaining of the month plus three days.

If you are under the age of 19 years old, you must provide a letter with permission to mover from your Parents/Guardian and you will need to arrange for a new custodian (if the host family signed as your custodian). See the Coquitlam College homestay coordinator for full details on moving out of your homestay.

FREQUENTLY ASKED QUESTIONS.

ALCOHOL AND ILLICIT DRUGS

The legal drinking age for alcohol in B.C. is 19 years. Drinking underage, excessive drinking, the use of illicit drugs and the use of false identification are strictly prohibited and may result in expulsion from the Program.

CELL PHONE

You are responsible for your cell phone/cell phone bill(s). The College will not be responsible for any charges.

CUSTODIAN

All international students under 19 years of age that are traveling to BC to study without a parent or legal guardian will require a custodianship. The Coquitlam College host families may be your custodian, if you require one.

DAMAGE DEPOSIT

Unlike a rental agreement or lease homestay families **may not** ask you for a damage deposit or a deposit of any kind but you will be required to pay for any unusual damages that you cause to the home.

FOOD

Upon arrival, new foods and the time change can be a shock to the system. There are many grocery stores in the Coquitlam area that cater to the needs of many cultures.

HOUSEHOLD APPLIANCES

You will be shown how to use the household appliances, including the washer and dryer. If there is a schedule for washing clothes, your homestay family will provide you with this information.

MONEY

We recommend using an automatic teller card (bankcards) instead of carrying large amounts of cash.

PETS

Please notify the Homestay Coordinator if you are uncomfortable around pets.

SHOWERS OR BATHS

Please keep the length of a shower or bath at a reasonable length to share the hot water with the rest of the family.

SMOKING

Smoking is not allowed at the homestay or on the school grounds. The legal age for smoking cigarette in B.C. is 18 years and only in designated areas.

TELEPHONE

You are responsible for any long-distance charges you make on the house line. Please inform the host family if you make a long-distance call.

Coquitlam College Contact Information and Office Hours

Office Hours: Monday to Friday from 8:30 am to 4:30 pm

Address: 516 Brookmere Avenue
Coquitlam, BC, Canada
V3J 1W9

Telephone: 604-939-6633

HOMESTAY COORDINATOR

Eve Eckford

Telephone: 604-939-6633

Email: homestay@coquitlamcollege.com

AFTER-HOURS EMERGENCY

604-314-1289

Please come and visit the homestay coordinator in student services at any time.