Pembina Trails International Student Program

Homestay Program - Family Guide



Guidelines and Expectations of the Homestay Program for Pembina Trails' **English Language Experience International Student Program**

To make a difference in someone's life, you just have to care. Our Homestay Families do...



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Welcome to Pembina Trails School Division's English Language Experience Homestay Program

The **English Language Experience Homestay Program** is an essential part of Pembina Trails' International Student Program (ISP). Homestay Program families provide much more than room and board. Families provide international students a *home away from home*. High school students around the world choose Pembina Trails for the chance to live with a Canadian family, improve their English skills and attend a Canadian high school. Students are eager to explore our foods, neighborhoods, lifestyles, and cultures. International students bravely leave their homes, families, friends and familiar lifestyles to live something new and different. While they are independent and enthusiastic, they are still teenagers who also need a safe, inclusive home with a caring family.

Hosting international students is an enriching experience for both homestay family members and students. Homestay families support students' goals of improving English through daily home-life conversations, and local activities and experiences. Families learn about other people from countries around the world. **It's a win/win!**





PROGRAM COMMITMENT



INTERNATIONAL STUDENT PROGRAM'S COMMITMENT

The International Student Program (ISP) employs a full-time **Homestay Facilitator** for all homestay placements. The Homestay Facilitator also provides 24/7 emergency support to each student and hosting homestay family. Additionally, a half-time Homestay Aide assists the Facilitator as needed. For general concerns and questions, students and families are encouraged to contact the Homestay Facilitator or the Homestay Aide during office hours by phone or by email. The ISP Director will also support as required.

The ISP will organize **two meetings during the school year** (Fall and Spring) for all hosting homestay families. The purpose of these meetings is to introduce ISP staff members, provide support with program updates, answer questions and receive feedback. The meetings also provide homestay families with the opportunity to meet other homestays within their catchment and to create contacts (e.g. carpooling). Homestay families are expected to attend both homestay meetings, which take place in early evenings at the high school nearest their home. A **separate** orientation session, only for new homestay families, will be provided at a central location.

A SAFE AND CARING HOMESTAY





Pembina Trails School Division's ISP **chooses** homestay families who have a keen interest in other cultures, who offer a strong English language environment and have been screened and deemed able to provide a safe, clean, and healthy living environment for our students.

After an application is submitted by an interested family, potential homestay families are personally interviewed in their homes by the Homestay Facilitator or Homestay Aide. They discuss questions, concerns and assess interest, friendliness, cleanliness and concern for the growth and development students. The emphasis is on a home that provides the student with caring, comfortable surroundings and a place for *practising and developing English* language skills. In multicultural Canada, many families speak additional languages. However, the **expectation** is that whenever the **student is in the general area, the only language spoken is English**, even between family members to each other. The student's parents have chosen an environment where the student will be **surrounded by everyday English**, in addition to learning academic English at school.

Lastly, any **person 18 years** of age or older <u>living in the home</u> must undergo a Police Information Check (including Vulnerable Sector Check) and Child Abuse Registry Check to ensure the safety of the student. Both checks are renewed every 5 years by to ensure that our information is current. **Notify the Homestay Facilitator** when a family member turns 18, a new adult moves into your home, or other changes (e.g. medical status etc).

The ISP works hard to ensure that international **students are placed with families** that **best match** the needs of the student: proximity to school placement, pets, family dynamics, medical needs (allergies, dietary), general interests (sports, music), gender and students' country of origin when 2-3 students are hosted together.

STUDENT PRE-ARRIVAL



The Homestay Facilitator will provide families with a package of general information about their student/s (name, country, food / hobby preferences, flight itinerary and their **contact information**. Students will also receive general information about you, their family. Soon afterwards, homestay families should contact their student/s with a welcome communication to begin building a relationship. A few short communications are recommended before arrival. Photos are encouraged for students to visualize the homestay lifestyle. **Families are expected to pick up their student/s at the airport upon arrival**. If you are unable to pick up your students, it is your responsibility to make alternate arrangements, and inform the Homestay Facilitator. A member of the ISP Program will also be at the airport to help greet new students. Please hold a large sign with your student/s' name to be easily seen as they descend the escalator. **Crowds can be large, and students will be very tired from 24 hours of travel.**



AIRPORT ARRIVAL and FIRST MEETING

For international students and their biological families, it has often been a year-long preparation to come to Canada to live and study for 3-months, a semester, or 2 years! Students may not speak much English yet. Many students have travelled over 24 hours: They are tired, excited, nervous. When they are warmly greeted and welcomed at the end of their journey by their family, it has **such a positive impact!**



Expectations of Homestay Families & Students

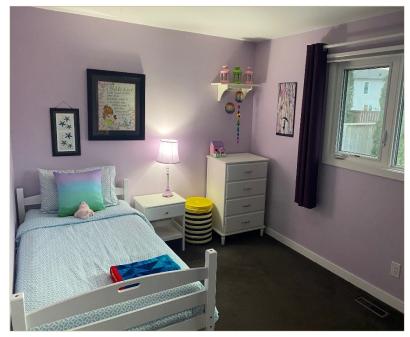
HOMESTAY ACCOMMODATION

Your student/s just arrived tired, excited, nervous! They will need a **quiet, clean, private space of their own** to settle and refresh. Please ensure their bedroom is clean, bed made with fresh sheets and closet/drawers empty. Have a clean shower/ bathroom **ready to use** with towel, soap, shampoo. Homestay will provide the following for students:

1. A private room with:

- a window that meets fire-code regulations, curtains/blinds and nearby smoke alarm, a door that closes for privacy,
- a bed with clean bedding, dresser, closet/hangers, and alarm clock (if needed), adequate heat, light, and ventilation.
- 2. Access to a clean washroom with bath or shower including towel and hygiene products
- 3. Space for students to do homework including desk, chair, and ample lighting and Internet access.
- 4. Access to laundry facilities with instructions and detergent for use
- 5. Three healthy meals daily and two reasonable snacks between meals.
- 6. The homestay family should explain / teach preparations for student-made meals (breakfast, lunch).
- 7. Students should join their homestay family when going to the grocery store so you can become acquainted with their food preferences.
- **8.** Reasonable transportation to ISP activities, and during extremely **dangerous** cold weather. (This does not include daily transportation to and from classes).
- 9. Fire extinguishers, especially in the kitchen, are advised.
- **10**. A key to the home, and alarm codes to access the home, with instructions for use / false alarms.
- 11. Phone numbers where students can reach their homestay family at all times







Examples of basic requirements



Please provide your students with a key to your home. Possibly put the key on a strong lanyard that cannot be easily lost. Emphasize that keys need to be taken care of because they can be costly to replace. Students will be asked to cover the cost of replacing their lost key to your house.

SECURITY SYSTEMS: ALARMS and CAMERAS



If your home has an alarm system, please teach your students how it works. Possibly practice together several times until your students are comfortable operating the system. Give written instructions about what to do and who to call if the alarm goes off. Students could keep the alarm code hidden in their phone if it's difficult to remember. Students need to be able to enter their home at any time.

Security cameras have become a common part of home security and personal safety. Please show students where all cameras are located. If cameras are inside the home, they should never be on when the student in the home. Indoor cameras are not for monitoring students. Please assure them of this.

THE FIRST WEEK







The **first week** is a critical time for students to get to know you and start building connections. Students will have travelled a long way and will need several days to overcome jet lag. A rough estimate is to allow one day for each hour of time difference. Students receive a great amount of information when they first arrive, in a new language, so it is normal that many things need to be repeated several times. Please be patient with students' efforts to adapt to a new language, home, and food. Silence and one-word answers are normal as their brain processes information and searches for the correct English words. Whatever their level of English, please encourage your students to say /repeat some English words aloud even if they use a translator app to read. Assure your students that it's okay to make mistakes and you are there to support them.

Some one-to-one time with family members is very appreciated. Show them areas of your home. Explain a few details at a time. Ask a few general questions about their home and family. Take them on a short walk or drive to become familiar with the streets of their new neighbourhood. Explain some details and ask a few more questions. Encouraging students to speak builds their confidence and connections with homestay. Students will want to buy a SIM card first. Take them inside stores/buildings and explain procedures at an ATM, Walmart, Tim's, Shoppers, so they can go back alone for personal products or prescriptions. Help buy a Peggo bus card at 7-11 and show how to find bus schedules on their phone. Take a bus ride to their school together. Knowing their neighbourhood helps students feel a sense of control and independence. And, doing all these tasks in English is cool for them!





















ROLES AND RESPONSIBILITIES IN YOUR HOME

The student's role in the homestay family is **to be part of the family** and to participate in the family's daily routine. This means spending quality time with the homestay family during meals, after school and weekends. Take an interest in your students' school activities and new friends. Celebrate special occasions with your students e.g. plan something special on their **birthday**, (especially **18**!). If your students play on a sports team, attend some of their games; if they play in the school band, attend their concert(s). Treat your students with respect and tolerance as you do all other family members. Show them places and events in Winnipeg.

Students should **communicate** with their homestay family and ask questions if there is something they don't understand or that concerns them. All members of the homestay family are encouraged to **model effective communication** with their students. Please let them know it's okay if they need to ask or discuss with you.





Students are expected to respect their homestay parents' requests. This includes communicating with their homestay family when making personal plans to go out and to **obtain permission** first. It is important that students learn to **balance** their time between schoolwork, spending time with you as their homestay family, participating in extracurricular activities and spending time with their friends. You have the right to limit the amount of time your students spend socializing **if it becomes excessive** and other areas begin to suffer. **In return**, however, do spend quality time students so they feel comfortable staying at home with you. Also, the homestay family needs to **let students know** where they are if it's different from the usual. Even if going out for an hour to buy groceries, the homestay family should tell students where they are and how to contact them. Ensure you and your students have each other's phone numbers. They should have your name and address in their phone too.

WINTER CLOTHING

Please ensure students have Winnipeg-weather winter clothing and show them how to layer for warmth. Most students cannot even imagine skin freezing at extreme temperatures. Please help them plan ahead. Accompany students and guide them in their buying of warm winter outerwear. Some students are fine with Value Village, others prefer to buy new. Many teens don't like to bundle up, but they still need the information. Warm clothing is needed for school and ISP outdoor activities too.













MEALS WITH YOUR STUDENT

Most international students are living away from home for the first time. Usually they have not been involved with meal planning, preparation, or grocery shopping. They are unaware of the time, effort and costs associated with food. Part of experiencing Canadian culture is learning to do more tasks for themselves.

Most international students will find Canadian food very different from what they are accustomed to eating. You are not expected to change your family's meals to suit your students. But please be sensitive to the challenges your students face with a very different diet. **Discuss** your students' **food likes/dislikes** and **invite your** students on **a grocery shopping trip** so they can see what is available to them. Ask your students details about what they usually eat and would like to try at mealtimes. You could encourage your students to teach you to make a meal they are familiar with. It is a way to bond and learn about foods, which may not be so different after all. It also gives the students more opportunity to use English. The **Canada Food Guide** has great **suggestions** too.



Canada's food guide recommendations Eat protein foods Make water your drink of choice Have plenty Choose whole

of vegetables

grain foods

Many students are not used to taking sandwiches for lunch, so it is important to offer some alternatives. In most cases, students should be expected to prepare their own breakfast and lunch during the school week. **Teach students** how and when to prepare their lunches. Let your students know which snacks are available after school or in the evening. Your students will need something that can meet hunger needs e.g. fruits, vegetables, yogurt, milk, toast/peanut butter.... It is up to you to set the limits, or if certain foods have been bought specifically for another person due to dietary needs.



The evening meal may be the only one that you and your students share. Please make the effort to be home to prepare and eat the evening meal together. All students are expected to be home for the evening meal and to share in family conversations. Exceptions can be made on occasion with your permission.

If you invite your students to join your family at a restaurant for a meal, you should cover the cost of the meal. If your students decide to go out with friends for their evening meal, you are not responsible for paying for that meal. If *you* go out for an evening meal and do not include your students, you are responsible for ensuring there is a meal at home ready for your students to eat. Let them know about this arrangement beforehand.

CHORES AND HOUSEHOLD DUTIES

Students are responsible for keeping their bedroom clean, this includes not storing food in their bedroom, and maintaining tidiness in areas of the house they use. Students should also be prepared to help with chores such as meal preparation, cleaning of dishes, and doing their own laundry. If your students are expected to clean their own bathroom, please show them how to clean it. Show students where the cleaning supplies are kept and how often these should be used. Household chores are excellent learning opportunities and sharing moments between family members. If you have a family pet, it is not your students' responsibility to care for the pet. All chores must be equally shared between family members and students. Students cannot be asked to perform duties that would normally require payment (e.g. babysitting, dog walking).







LAUNDRY FACILITIES AND USAGE

Discuss how you want to handle laundry with your students. If you wish your students to be responsible for their own laundry, teach them how to operate the machines, how much detergent to use in the washer, load size, how to use the dryer. Posting a simple list of instructions right on the appliances helps. Homestay will provide generic detergent. You may offer to include your students' clothes in the family laundry however, this is not an expectation. Some students may feel awkward about including personal clothes with your family's laundry. The Student Homestay Guide explains that in Canada it is normal for both male and female teens to share chores of bathroom cleaning, laundry, and kitchen chores along with their family.



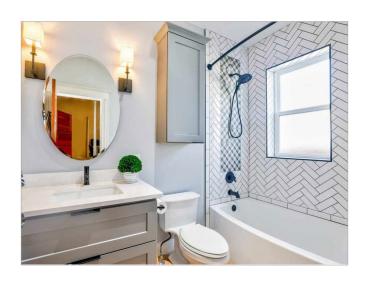


PERSONAL HYGIENE AND BATHROOM USE

Cultural norms regarding personal hygiene and bathroom use vary widely. Please discuss procedures with your students soon after their arrival. The length, time of day and frequency of a shower or bath should be mutually agreeable. The students may be informed as to what an appropriate amount of time is to spend in the shower (10 to 15 minutes is considered reasonable) and how many times a week they are expected to shower (once a day is considered usual). Homestay will provide generic shampoo, soap, toothpaste and toilet paper.

Sustainability: To economize water, turn off running water while lathering /soaping.

While it may be awkward to explain "obvious" personal hygiene and bathroom behaviour, you should explain things such as: the shower curtain needs to be inside the tub when showering, what items can and cannot be flushed down the toilet, bed sheets must be changed on their beds, clothes off the floor, etc. If the expectation is to clean the bathroom they use, please **teach them how to it.** Show them where the cleaning supplies are.





HOUSEHOLD CURFEWS











As a member of their homestay family, students should respect the individual rules /schedules of their family's home. This includes the hours that are spent outside the home, school night vs. weekend and types of activity.

As a **guideline**, ISP supports a curfew for students **under 15 years** old of no later than **9:00 p.m**. from Sunday to Thursday and no later than 11:00 p.m. on Fridays, Saturdays, and holidays. For students **15 and older**, no later than **10:00 p.m**. from Sunday to Thursday and 12:00 a.m. on Fridays, Saturdays, and holidays. All students, regardless of age, must adhere to the curfew times **as set by the homestay parents**. Students must phone their homestay parent(s) immediately if there is a problem of getting home in time. Special arrangements can be made for different circumstances based on the trust built between homestay families and their students.

OPEN DOOR POLICY

At <u>no time</u> should students be behind any closed doors in your home **with another person**. Doors should always be kept open **except when privacy is needed** e.g. changing clothes, using the washroom, going to sleep at night, napping or making a private phone call (medical, home). Another exception to the open-door policy is if your students do not want your pet or young children in their bedroom. When students leave their room, they can close their door.

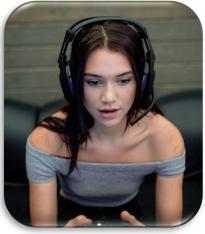
ELECTRONIC DEVICE GUIDELINES

Students usually bring their own electronic device(s) and will only need an Internet connection and local SIM card. Homestay families are not permitted to sign any contracts for student cell phone or data plans. All charges related to the use of their personal phones are the students' responsibility. Students are strongly encouraged to bring headphones and laptops for schoolwork but keep them at home, to guard against possible theft at school.

Technology allows students to communicate easily with their friends/families back home via WhatsApp / WeChat etc. However, it is important for students and their biological families to be aware of and sensitive of **time zone differences** and homestay family routines, so that very late night or very early morning communications, which are disturbing to the household, can be avoided. Unless there is an emergency, communication must **not begin before 8:00 a.m.** and must be completed by **10:00 p.m.** (CST-Winnipeg **time)**, as these are considered quiet family times.

If the phone/laptop becomes problematic, if the student is on it at all hours, or not sleeping much at night, please discuss this with your students and make a plan together. Experience has shown overuse to be problematic, especially for some students who are away from direct home supervision or, are away for a long period of time. Students who spend a lot of time on their devices will not be interacting with their homestay families, engaging in their studies, or experiencing new friends and life in Canada. However, please be mindful it is important that students communicate with family and friends back home. It is a **delicate balance** when technology is part of teenagers' daily lives. Contact the Homestay Facilitator for advice as needed.







INTERNATIONAL STUDENTS' COMMITMENT

Before they arrive in Winnipeg, students receive the *Homestay Student Guide* (similar to this Homestay Family Guide) as a tool to support their success during their time in Winnipeg. They are asked to read through it with their parents before they come to live in Homestay. Soon after their arrival, international students are invited to attend an orientation session by ISP staff. One of the topics covered at the session focuses on the roles and responsibilities of students while in the English Language Experience Homestay Program.

The Pembina Trails School Division's **Standard of Behavior** applies to all international students. Students are asked to familiarize themselves with this document. Details of course selection, attendance, grades are all here: https://www.pembinatrails.ca/Documents/Standard%20of%20Behaviour%20Brochure.pdf#search=standard%20of

SCHOOL INFORMATION / EXTRACURRICULAR

Students will already have received their course schedules in the summer. If students require changes to their schedules, they should make an appointment to speak with their school counsellor.

Required school supplies will depend on the courses in which students are enrolled. Students should ask the teacher of each course about specific supplies. They should have pens and a binder with paper to begin.

All students must take a minimum of 4 full credit courses If students wish to change or drop a course, the students and counsellors need to contact the ISP Program Director (the students' legal custodian) for permission before the course is changed or dropped. It is expected that each homestay family be aware of the course load that their students are taking. If students are having difficulties with a subject, the homestay family may wish to contact the **ISP teacher advisor** to request help. Or, contact the Homestay Facilitator.

Regular school attendance is expected of all students participating in our International Student Program. When students stay at home sick, the homestay family must phone the school to advise them, otherwise it is considered an unexcused absence. Excessive absences may result in loss of credit or removal from the International Student Program. If an illness is longer than 2-3 days, please inform the ISP Director. Also call **StudyInsured** for a virtual medical appointment. For extreme emergencies, call an ambulance immediately, then the Homestay Facilitator and / or Director. **StudyInsured** can be called to open a claim within 24 hours.

Report cards are emailed by the ISP office to the students' biological parent(s) or agents. Homestay families have the choice of attending parent-teacher meetings to discuss the performance and progress of their students. However, due to privacy regulations, marks from teachers must remain private unless the students or biological parents wish to share marks with the homestay family.













EXTRACURRICULAR ACTIVITIES

All students are expected to participate in at least one extracurricular activity, whether at school, at a private club, or a community activity. It is important that students get involved within their first month at school, so they begin to meet Canadian students. Each high school offers several free noon-hour clubs, committees, and sports activities. For ISP students, the school wellness /exercise centre is free. For community-based activities, a Leisure Guide is available every 3 months, filled with numerous activities. Pan-Am pool is a world-class facility.

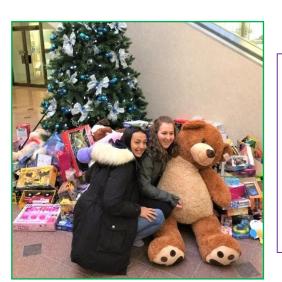
Volunteering for ISP can only be done with a school-organized club. IMPORTANT NOTE: Any forms associated with outside-school clubs/activities must be signed by your students' biological parent(s) and all fees associated with the activities are the responsibility of your students and bio parents.





		Lunch Hour 12:01-1:06		
Monday	Tuesday	Wednesday	Thursday	Friday
Math and Physics - 213	Math and Physics - 213	Math and Physics - 213	Math and Physics - 213	Math and Physics - 213
FI Study Club - 301	FI Study Club - 301	FI Study Club - 301	FI Study Club - 301	FI Study Club - 301
ndigenous Youth & Allies - 130	Indigenous Youth & Allies 130			
Spin Studio/Fitness Centre	Spin Studio/Fitness Centre	Spin Studio/Fitness Centre	Spin Studio/Fitness Centre	Spin Studio/Fitness Centre
Video Club	Video Club	Video Club	Video Club	Video Club
	Student Council - 203	Student Council - 203		
	Dance Club - Dance Rm	Dance Club - Dance Rm		
		GSA - 202		
		Key Club - 201	Key Club - 201	
	Guitar Club – 232	Guitar Club – 232	Guitar Club - 232	
		After School 3:30		
		Debate Club - 212		





FRC Student Clubs

- · Amnesty International
- · Gender and Sexuality Alliance (GSA)
- · Indigenous Student Circle
- · Peace of support Club
- · Youth in Philanthropy
- · Speech and Debate Club
- Earth Club
- Games Club
- · Green Thumbs Gardening
- · Student Council
- · Women's Empowerment
- Scribbler





FINANCIAL / LEGAL / TRANSPORTATION







Please never discuss your Homestay costs or fees with your students

You will receive a monthly Homestay fee/payment at the end of each month via direct deposit. It is your responsibility to update the ISP accountant with your bank / payment information (e.g. changed banks, divorced). If your students are away for part of the month (e.g. Winter Break or Spring Break) you will still receive the full monthly payment. If your students / parents ask for reimbursement for any reason, please direct them to ISP staff immediately. The Homestay Fee does not cover your students' extra-curricular costs such as sports team fees, school band fees, bus passes, personal preference hygiene products, clothing, personal entertainment, cell phone/data charges or extra costs for major family outings such as vacations. However, you are expected to pay for family activities such as a family meal at a restaurant, family bowling, movie night. You should expect to spend up to half of your Homestay Fees on food for your students.

If you require a <u>temporary</u> homestay placement for your students for any reason, even for one night, please notify the Homestay Facilitator as soon as possible. The ISP Program will deduct the number of nights (prorated, based on the monthly rate) from your payment and add the amount to the temporary hosting homestay family's monthly payment. **Money should never be exchanged** between homestay families.

Students arriving before the specified arrival dates will be required to pay the pro-rated amount for each additional night. As well, students staying beyond June 30th are required to pay the pro-rated amount for each additional night. Depending on the situation, the ISP may decide to make arrangements for these additional payments. If this is a **mutually agreed upon** arrangement after June 30th, you may be expected to collect this money from your students. **Please contact the Homestay Facilitator for any questions/ clarifications.**

STUDENTS SPENDING MONEY





The ISP Program discourages students from carrying large amounts of cash. For security, discuss with your students how to access / handle cash. Most students use credit cards. ISP students may seem to have a lot of money, but that money is expected to last over a long period of time period. Sometimes, other students may ask international students to pay for group meals and activities. Explain to your students that in Canada, it is not an expectation for teens to pay for other teens' activities or meals when out with a group.

PROPERTY DAMAGE

You can expect normal "wear and tear" to occur while students are in your home. The occasional accident may happen. If major damage does occur, speak with your student immediately and discuss the best way to resolve the situation. Contact the Homestay Facilitator if you need assistance in the negotiation of covering the cost of repair or replacement by your students. All homestay families signed the **Homestay Liability Waiver** which states that the Pembina Trails School Division is not responsible for any loss or damage caused by hosting international students.



HOME INSURANCE

When you signed our Homestay Liability Waiver, it indicated that you have **contacted your insurance company** with regards to liability for damages to your property when hosting students. Please let your students know if they are covered or not, for loss of or damage to their personal belongings (e.g. laptop, phone) through your home insurance.



BIOLOGICAL PARENT(S') SIGNATURES

Often, your students will need a "parent/guardian" signature on some documents. This could be something from your students' school, permission to join a sports team, a gym membership, take private music lessons or get a cell phone. All situations that require a parent signature, must have your students' biological parent(s') signature.

However, if a signature is needed for a **school test** or a **school day-activity**, the biological parents have already given permission and no signature is needed. Please either remind the teacher-in-charge or ask your students to remind teachers that as ISP students, their custodian is the ISP Director. Our ISP staff will help. Please contact us. **Homestay parents will be held liable for anything you signed on behalf of your students against our advice.**



"My child has my permission to participate in any daytrip within the Province of Manitoba and Northern Ontario arranged by the Pembina Trails School Division."

(Parent signed with application)







TRANSPORTATION

Most students will ride city a transit bus to and from school each day. Students should purchase a **peggo** card first, which costs \$5. These cards can be purchased at any 7-Eleven or Shopper's Drug Mart store. Once a card has been purchased, they can load one month of unlimited transit fares onto the card. For information about cost and how the peggo card works, visit **www.winnipegtransit.com** and click "**peggo online.**" To plan a trip with Winnipeg City Transit, students should select the "**Navigo**" button. Students should register their peggo card. which allows students to reload fares onto their cards monthly.

Students may also choose to walk or ride a bicycle to and from school, depending on weather and their proximity to school. Students who choose to ride a bicycle **must** wear a helmet for their own safety.

When going out socially, **if there is no bus service available, if the bus ride is more than one hour or during extremely <u>dangerous</u> cold weather, please offer your students a ride. If you are absolutely not available, organize a carpool with another homestay family. Students should book a taxi as a last resort.**

CONCERNS WITH STUDENTS

If you have concerns with your student's habits / behaviour, please discuss them with your student first. Begin by gently describing the concern/behaviour. Explain why it's a concern. Then listen. Often, a **lack of communication**, a **difference of culture** or **lack of English** is the source of problems. Students have lived very different lifestyles in their home countries and have many adjustments to make to our cultures, foods, schedules, and educational system. They are also still young teens. Most students are very independent and adventurous, and they have excitedly <u>chosen</u> to live in Homestay. Most issues can be worked through with an open-minded attitude, understanding and some give-and-take from both sides. Please never compare current students with previous students. Every student is unique. If situations and/or concerns continue, please contact the Homestay Facilitator immediately. **We will work with you and your students** to help resolve any issues.









MOVING A STUDENT

We ask students and homestay families to work through at least one term. In cases where there is a breakdown of communication and cooperation, or where families and students have diverse personality or lifestyle conflicts, the Homestay Facilitator will assess the situation from both parties. If it is not deemed possible to resolve the issues, the Homestay Facilitator will arrange to relocate the students to another family. The day the student leaves a homestay, the homestay payment stops. The new homestay begins receiving the homestay payment.

The Pembina Trails International Student Program reserves the right to terminate a family's participation in the Homestay Program if the family does not provide a safe, English-speaking, and healthy living environment for their students.

STUDENTS' SAFETY

Please explain #1-6 to your students. They are minors and need guidance in a new country.

1. PREVENTING THEFT

- Record serial or identity numbers for insurance purposes, or to report to police.
- Mark valuable items with names.
- Use long security passwords on electronic devices.
- Carry only what is needed.
- Use ATM bank machines inside bank during the day: go with a friend / family.
- Store documents (e.g. passport), money or electronic items in a secure place at home.
- In public, keep your pockets, backpacks closed.
- Never leave things unattended in public places, including at school.

NOTE: Some countries are very safe. ISP students may not think they could be robbed, especially at school by other students. Many people view Canada as a safe country for everything.

2. STREET SAFETY

- Get exact directions before leaving home.
- Homestay family should know their students' social or school plans. When going out alone socially, and after permission, students should say who they are going with, where they are going and when they will be home. They could text when they have arrived at destination.



- Stay on roads that are well lit; avoid areas with few people.
- If walking alone, walk guickly and look confident. In some areas of Wpg, coyotes are a problem.
- Headphones or phone can be distracting. Avoid them while walking alone or when on a city transit bus.
- Avoid unsafe situations. Trust gut feelings if feel uncomfortable or unsafe, leave or get help.

NOTE: Some countries are very safe. It may not occur to ISP students they could be targeted.

3. RELATIONSHIP AWARENESS

- Talk to your students about safe and appropriate Canadian behavior so they know what to expect.
- Never give personal information online: name, address, or phone number to someone they don't know.
- When meeting someone new, meet in a public place. If possible, bring a friend. Don't meet someone new at their home, in a car or anywhere private.
- It is easy to misinterpret friendly or dating behavior because of cultural differences and language barriers. Set clear limits on a date or with new friends and respect the limits of others as well.
- In Canada "NO" means "NO". Be direct, strong, and firm. Your safety is more important than being nice.
- Be careful if approached by a **very** friendly stranger/peer who is not in your school. Canadians are reserved.
- If someone is following students, go to the nearest public place and call their homestay family.
- Trust feelings. If feeling uncomfortable, leave immediately or get help. Being polite is not important here.
- Always carry some money/card for transportation, know how to get home, and use phone to get help.

NOTE: Never get into a vehicle with someone they don't know. Responsible adults will offer to phone for help for you - not offer a ride to a lone teenager.









4. BUS SAFETY

- 1. Verify the bus route and schedule before leaving home.
- 2. Take a screenshot of bus schedule and ask the bus driver for help.
- 3. Sit close to the bus driver to hear directions.
- 4. If someone bothers you or you feel unsafe when on the bus, change seats or ask the bus driver for help.
- 5. Don't fall asleep on the bus; it makes theft possible.
- 6. Choose busy, bright bus stops after dark.
- 7. Homestay family could pick up occasionally, or carpool or use a taxi
- 8. If lost, either call homestay family or ask for help from a bus driver or someone who works in a store or restaurant.
- 9. Explain which areas of the city are more dangerous, especially alone and at night



- 1. Buying and using alcohol or cannabis, under 18+19 is a serious offense in Canada.
- 2. Using, buying, or selling illegal drugs is a serious offense in Canada.
- 3. Don't let strangers or friends pressure you into using drugs or drinking. Real friends would not ask a friend to do something illegal or unwanted.
- 4. If going to a party, never go alone. Friends need to watch over each other. If anyone feels uncomfortable or unsafe, everyone should all leave together.
- 5. Always hold your drink, drugs can easily be put into it. Never accept a drink from a stranger.
- 6. Never accept a ride with someone who has been drinking or using drugs. Some people may not look or act drunk, but their driving could put others at risk.

6. GETTING HELP

An **emergency** is when you or someone else needs the immediate help of the **police**, **fire department or ambulance**.

In Canada, **call 911** and you can get help anytime and anywhere. Translation is available.

- 1. Add all emergency contact numbers into your phone.
- 2. Take a Screenshot of home address and phone number, if out of power
- 3. Carry a charger cord when going out of the house.
- 4. If students lose their phone, or power, go to a store and ask them to call your homestay.





ACTIVITIES: HOMESTAY and ISP CULTURAL

As part of your family, students appreciate and benefit from participating in family activities. Families are expected to do at least **two monthly activities** / **events that include your student.** An activity is going somewhere or doing something for 2-3 hours in / around Winnipeg, and /or Canadian culture. **Pack a lunch!**

Suggestions only...

YEAR-ROUND ACTIVITIES

- The Forks
- · Canadian Museum for Human Rights
- Adrenaline or Vertical Adventures
- Fort Whyte Alive
- Sporting events: football /hockey/ university level
- Bird's Hill Park: options for summer and winter
- Manitoba Theatre for Young People (MTYP)
- The Winnipeg Art Gallery (WAG)
- Assiniboine Park: Zoo/Conservatory/Park picnic
- The Winnipeg Symphony Orchestra
- The Royal Winnipeg Ballet
- The Royal Canadian Mint
- The Planetarium (or other museums)
- The Golf Dome or U-Puttz Mini Golf
- Pan Am Pool
- Oak Hammock Marsh
- Canadian Fossil Discovery Centre

SPRING/SUMMER/FALL ACTIVITIES

- Ballet or Jazz in Assiniboine Park
- Rainbow Stage (or other outdoor concerts)
- Riel or Ross House Museum
- Fun Mountain Water Slide Park
- Living Prairie Museum
- St. Vital, Kings or Kildonan Park
- St. Norbert Farmer's Market
- Lower Fort Garry
- Mennonite Heritage Museum
- Thunder Rapids Amusement Park
- A Maze in Corn
- Narcisse Snake Dens

WINTER ACTIVITIES

- Springhill Winter Park
- Festival du Voyageur
- The Festival of Trees and Lights
- Snow Maze
- Harbour View Recreation Complex: tobogganing, X-country skiing or playing hockey)
- Skating: Arctic Glacier Winter Park / Forks...





International Student Program

INFORMATION LINKS

International Student Program: www.pembinatrails.ca/affiliates/isp

Homestay Permission Forms: https://www.pembinatrails.ca/affiliates/isp/Ho

mestay/HomestayForms/Pages/default.aspx

Pembina Trails School Division: www.pembinatrails.ca

Pembina Trails Divisional Guidelines:

https://www.pembinatrails.ca/Governance/PolicyandGuidelines/Divisional%20Guidelines/Pages/default.aspx

Pembina Trails Divisional Policies:

https://www.pembinatrails.ca/Governance/PolicyandGuidelines/DivisionalPolicies/Pages/default.aspx

City of Winnipeg 311 - Information Service: www.winnipeg.ca/interhom

Immigration, Refugees and Citizenship Canada: www.cic.gc.ca

Study Permit Application: www.cic.gc.ca/english/study/study.asp

Study Permit Extension Application www.cic.gc.ca/english/information /applications/extend-student.asp

Tourism Winnipeg: www.tourismwinnipeg.com

Travel Manitoba: www.travelmanitoba.com/things-to-do

Things to do - Downtown Winnipeg Biz: www.downtownwinnipegbiz.com

Winnipeg Eats @wpgeats https://www.instagram.com/wpgeats/?hl=en

Winnipeg Transit - Public Transportation: www.winnipegtransit.com/en









CULTURAL ACTIVITIES WITH ISP STAFF

Once or twice monthly, ISP staff organize cultural activities for ISP students to attend. These often take place on weekends. ISP invites all ISP students to attend all activities. We ask you to encourage (but not insist) that your students attend. If they **do** sign up to attend, they should participate. Often students sign up, then decide at the last minute not to come. We have either bought tickets, which go to waste, or have denied others a space because we already bought a specific number of tickets based on indicated interest. We pick up and drop off by school bus at your student's school. We ask for <u>your help in dropping off and picking up</u> students at their school or organizing a carpool if the trip home is long by night bus, and especially if the weather is **dangerously** cold.





SLEEPOVERS

ISP allows students to attend <u>one</u> and host <u>one</u> sleepover per semester, with the following conditions:

- 1. Sleepovers are <u>only permitted</u> at homes of **ISP Program Homestay** families. (Criminal checks already done)
- 2. Upon approval of their **own** homestay family, students hosting a sleepover may be allowed to invite a **maximum** of two other students of the same gender to their homestay family's house.
- 3. The Homestay Student Sleepover Permission Form must be completed and <u>signed</u> by each student's **biological parent**(s) and a **homestay parent of each** involved student.
- 4. The permission form must be submitted to the Homestay Facilitator at least 5 days prior to the sleepover day.
- 5. The permission form is on the ISP website under the "Homestay" tab, then under "Homestay Forms". https://www.pembinatrails.ca/affiliates/isp/Homestay/HomestayForms/Pages/default.aspx



ILLEGAL FOR ALL ISP STUDENTS

ALCOHOL, CANNABIS, SMOKING/VAPING, AND ILLEGAL DRUGS

Buying and consuming alcohol, cannabis, vaping/smoking and illegal drugs are prohibited by the International Student Program for all ISP students no matter their age. As part of each student's application, students and parents signed a mandatory agreement about prohibited actions and behaviours by ISP students.

Homestay family adults are legally allowed alcohol, cannabis, vaping/smoking in their home. However, please be mindful that in some countries, the above may be illegal. Students may see these products as illegal or culturally inappropriate. Please use respectfully in their presence. Talking and listening about cultural differences is an informative way to learn about each other. In some cultures, use of some products above by teens may be acceptable, but never as an ISP student in Pembina Trails International Student Program.

Please know the following applies to ALL ISP students. This appears in their Student Homestay Guide also.

- 1. **Breaking** any Canadian **law** could result in students being sent home immediately at the parents' expense.
- 2. The possession or consumption of alcohol, cannabis, vaping or illegal drugs by any international student could result in the student being sent home immediately at the parents' expense.
- 3. Students are not permitted to enter a bar, lounge, or nightclub serving alcohol. Students who violate this rule could be sent home immediately at the parents' expense.
- 4. Students are only permitted to attend social events serving alcohol if their homestay parent(s) are there.
- 5. Students are not permitted to attend parties that do not have a house address (e.g. bush party) nor can they attend parties where there is no parental supervision. The student can be sent home at the parents' expense.

It is important for both international students and homestay families to understand that being an ISP student 18 years of age (or older) does not change any of the above ISP rules.







NO DRIVER'S LICENSE AND NO DRIVING

International students in Pembina Trails are not permitted to take any type of driver's education course. Students may not write any type of driver's license test while enrolled as an international student in Pembina Trails. They are not permitted to own, rent, or drive any type of motor vehicle. This includes all-terrain, snowmobiles, go-carts, motorboats etc. Ask if not sure.







STUDENTS' WELLNESS & CULTURE SHOCK

1. EMOTIONAL WELLNESS

Emotional wellness involves how one feels, thinks, and copes with the challenges of life. Everyone

experiences emotional or mental **stress** from time to time. It is important to care for emotional and mental well-being.

Emotional wellness includes:

- self-understanding being aware of and accepting of the wide range of feelings one experiences
- the ability to cope with stress in a healthy way
- having a generally optimistic outlook
- the capability of adjusting to change
- managing feelings effectively
- the ability to enjoy life

2. EMOTIONAL WELLNESS AND CROSS-CULTURAL ADJUSTMENT

Academic life can be stressful for every student, but international students can experience additional stressors. They must adapt to the academic demands of school, as well as **understand Canadian culture** and differences in:

- educational system and procedures
- food and climate
- English as academic, informal and slang language
- establishing friendships

Experiencing the challenges of school life and cultural transitions can put a lot of pressure on any teen's mental well-being, especially being a long way from family and friends back home, and not having their immediate support. They rely on their homestay family for help.

3. MANAGING CULTURAL TRANSITIONS

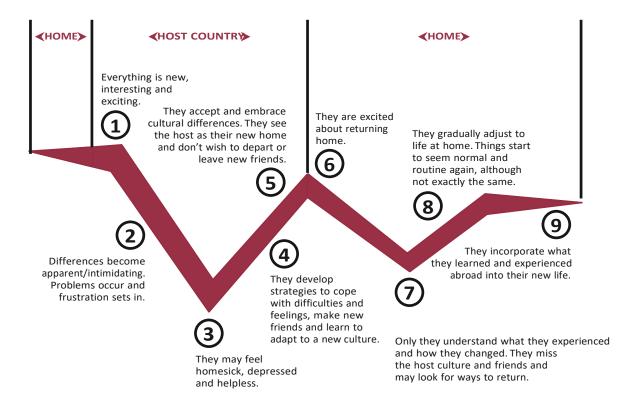
People who enter a new culture can expect to go through a process of cultural adjustment. Students can experience "culture shock" - emotional or physical **discomfort** experienced when dealing with unfamiliar environments and **cultural dissimilarities**. They are not alone - other international students have had similar experiences. The experience of *culture shock* is **normal**.



SYMPTOMS OF CULTURE SHOCK

- sadness, loneliness, melancholy
- preoccupation with health
- · aches, pains, and allergies
- insomnia, desire to sleep too much or too little
- feeling frustrated/confused/depressed
- anger, irritability, resentment, unwillingness to interact
- homesickness
- unable to solve simple problems
- lack of confidence/self-doubt
- feeling of inadequacy/insecurity
- developing stereotypes about the new culture
- developing obsessions such as over-cleanliness
- boredom
- feeling of being lost, overlooked, exploited or abused





4. STAGES OF CULTURAL SHOCK

Some stages in the adjustment process are described above. Even though the adjustment process is described in stages, **not all people go through each stage** and **not necessarily in the order** mentioned. The length and intensity of each stage varies with everyone. Sometimes people cycle through these stages more than once.

When your students first arrive, everything will be new and exciting. They will be curious and interested in their new surroundings and will look forward to exploring new opportunities. Most feel **energetic and enthusiastic** during this stage. Once the initial excitement is over, your students' focus may turn to the **differences** between their home culture and the new culture. They may feel like people here don't understand them or they may have difficulty understanding you.

As they begin to accept their new surroundings and spend more time in the new culture, they will become more **comfortable**. They will have learned more about your new home and will start adapting and participating in the local culture - making friends and enjoying life.

5. STRATEGIES FOR COPING WITH CULTURAL TRANSITION

- Encourage them to manage stress by staying healthy eat well, get lots of sleep, be physically active.
- Encourage students to be involved in clubs/activities to meet peers and make new friends.
- Encourage students to text, post to Instagram, use WhatsApp to call to friends and family.
- Give them time to adjust to their new environment.
- Suggest they talk with other international students about their cultural transition they will be surprised
- how many have had similar experiences.
- Encourage them to talk to a school counsellor, a teacher or contact ISP staff.



6. ENHANCING EMOTIONAL WELLNESS

Most students who choose to study abroad can positively work through a new environment. To help students who feel stressed from *culture shock*, <u>encourage them with some of these ideas:</u>

- 1. Join a new school club to try something they've never done before (see photos).
- 2. Discuss and reflect on the goals they already have accomplished.
- 3. Discuss how it takes time to adapt to new situations: hardships are normal, even for high-achieving students.
- 4. Make a meal from your home country together with your homestay family and teach them how to make it.
- 5. Try a new routine of physical activity. Bike, lift weights, swim, walk, or take a yoga class. Exercise produces endorphins in the brain which help fight sadness and loneliness.
- 6. Be kind to yourself: Relaxation and meditation are very positive for overcoming periods of stress.
- 7. Be kind to others: Do or say something kind or positive each day to someone.
- 8. Contact friends from back home for support. This will remind them of belonging.
- 9. Try **improving English** daily with fun words / slangs. Write texts in English with homestay / ISP students.
- 10. Allow some time to feel sad about what was left behind: family, friends, pets. It's normal to feel sad.
- 11. Ask for help. There are resources for help at school (counsellor, teachers) and online.
- 12. Students' medical insurance includes a **mental wellness** plan. Students can request a professional counsellor who speaks their language. Call **1.866.883.9787** to make an appointment. It can be about loneliness, cultural differences, school stress, **anything**.
- 13. Kids Phone Help is free 24/7 at 1-800-668-6868 or (text CONNECT to 686868) with professional counsellors.
- 14. Manitoba Suicide Prevention is free 24/7 at 1-877-4235-7170 support is available in 175 languages























MEDICAL INSURANCE COVERAGE

All ISP students in the ISP are covered by the **StudyInsured Comprehensive+ Plan**. This plan is for <u>unforeseen (suddenly appearing) conditions</u>. It is not for pre-existing conditions or prescriptions.

This plan includes:

- · clinic, hospital visits with medical staff
- prescription drugs
- vaccinations
- · medical supplies and appliances
- · psychologist, psychiatric care, and trauma counselling
- eye examination (pay first, refunded later)
- dental accident / emergency: wisdom teeth, if in pain
- coverage outside Canada, when travelling out of Canada (trip)
- ground ambulance
- · emergency air transportation
- accidental death and dismemberment
- repatriation of remains/burial or cremation at place of death

If a student is hospitalized, the insurance will also cover:

- · costs associated with surgery, including anesthesia and surgical supplies
- · accommodations and meals at the standard level
- nursing services
- diagnostic and lab tests
- medications given in the hospital
- occupational, speech and physiotherapy
- dietary counselling



- 1. Students will receive a health insurance card from ISP staff for **StudyInsured** Insurance.
- 2. Before going to a doctor or clinic, call this 24-hour number to get permission to go without paying 1-866-883-9787. Give your insurance number: MCP 024 XXXXXX
- 3. If they don't call first and open a claim, they will need to pay the medical costs.
- **4.** At some clinics, they may need to pay first and claim later. But if the claim has been approved first, they can claim the money as a refund after. Claim it immediately online and choose **Sidekick** as the refund option. Sidekick is like a credit card that can be used anywhere. Ask for a card from the ISP office **first** for a code.
- 5. If students wish mental wellness support: call for an appointment 1-866-883-9787 This service will find a counsellor who speaks the student's language. Students DON'T have to give their information: Just say, *I'm from Pembina Trails*.
- 6. Wellness support /counselling will be done in private. Student bedroom door can be closed.





USING MEDICAL COVERAGE

- **1.** After students receive their health insurance card, they should keep it in their wallet and, **a photo** of it on their phone. Families, please keep a copy handy at home also.
- 2. For a clinic or hospital in your area, information can be found at the StudyInsured website at: https://www.studyinsured.com//pembinatrails Under the "Services" tab, select "Health Services, Find a Doctor". Click on "Find a Doctor" and follow the instructions.
- 3. Type "Winnipeg" for the city, your postal code, select the appropriate radius, select "Clinic" or "Hospital" and then enter students' StudyInsured Policy Number which is located on the International Student Health Insurance card (e.g. MCP 024 XXXXXX). A map will appear that shows all the locations in the area. There is be a corresponding list on the left-hand side. The list also specifies whether the clinic or hospital accepts direct billing to StudyInsured. If they direct bill, students will not need to pay for services at the time of their visit. However, if they do not direct bill, students will need to pay first for the services. Students will be reimbursed by StudyInsured once the completed claim form is submitted.
- 4. If students require assistance with completing an insurance claim submission, they should contact **StudyInsured** Insurance directly by emailing **helpline@studyinsured.com** or calling **1.888.386.8888**
- **5.** If students have a medical question or small problem, call **1.866.833.9787**. The student may be asked to leave a message and a nurse will return the call. It can be a virtual appointment in private.
- 6. StudyInsured includes a mental wellness plan. Students make an appointment with a counsellor who speaks their language. Students don't need to give their information: Just say I'm from Pembina Trails. Call 1.866.883.9787. It can be about loneliness, cultural differences, school stress anything. Counselling will be done at home in private. Bedroom doors can be closed for private calls.





Counselling can be done in private by phone or laptop, with camera on/off.

A virtual medical appointment is easier.

HOMESTAY STUDENT TRAVEL DURING HOLIDAYS

During their stay in the Pembina Trails International Program, Homestay students are encouraged to explore and experience Canadian culture through travel, **with approved <u>supervision</u> only**. Students may wish to visit family members elsewhere in Canada. Travel cannot interfere with academic studies and is limited to designated school holidays and **must be approved** by the International Program with a **Permission to Travel** form. Student travel must also be discussed with the homestay family beforehand. See details below.

Travel outside of Manitoba with Homestay family requires an approved Permission to Travel form.

PERMISSION TO TRAVEL INDEPENDENTLY WITHIN MANITOBA and CANADA?



- 1. All Homestay students must provide the International Student Program with a detailed itinerary on a Permission to Travel form of their independent travel and/or flights. This must include the names, addresses and contact information of the approved adults they will be travelling with, and /or staying with, during their travel period. All arrangements for any independent trips within Manitoba and Canada are the sole responsibility of the ISP students and their biological parents. Pembina Trails School Division, ISP and the homestay families assume no responsibility for students' independent travel.
- 2. A copy of the Permission to Travel form can be found on the ISP website at: https://www.pembinatrails.ca/affiliates/isp/Documents/Permission%20to%20Travel%20Form.pdf Once all travel details have been written on the form, it must be sent to the Homestay Facilitator. The completed form must be received at least 10 business days prior to the scheduled departure date. The Homestay Facilitator will email this form to the students' biological parent(s) for signed consent.
- 3. Students must be accompanied by one travel companion of at least 35 years of age or, must have an adult at least 35 years old responsible for them at their destination. Each adult can only be responsible for one ISP student. ISP students cannot take a solo holiday by themselves, nor as a group of students only.
- **4.** For **Overnight** field trips and/or field trips that take place outside of the Province of Manitoba that are arranged <u>by a school</u> in the Pembina Trails School Division must have a biological parent's signature on the <u>permission form issued by the school</u>. This will be used instead of the Permission to Travel form.
- 5. Unapproved travel is a serious infraction of ISP rules and may result in dismissal from the Program.

The ISP Director is the <u>legal custodian</u> of all Homestay students and must know where Homestay students are at all times.

The Permission to Travel form is Not required for:

- A. Day field trips arranged by a school in the Pembina Trails School Division within the Province of Manitoba.
- **B.** All student travel with Homestay family **within** the Province of Manitoba or to the Lake of the Woods area.

NOTE: Permission for situations A and B was granted with the students' biological parent(s') signatures on the original ISP Student Application form.



PERMISSION TO TRAVEL INDEPENDENTLY OUTSIDE CANADA?

Often students go back home during the Winter Break or Spring Break. There are several important documents that international students must have before travelling outside of Canada and **returning to** Canada. **Students and bio parents must make all arrangements** to have all the required documents before their trip. These documents include, but may not be limited to:

- A valid passport from student's country with an expiry date beyond 6 months of their return date.
- A Multiple Entry Canadian Visitor Visa may be required for students from several countries.
- If traveling to the USA, a US Visa (Category B1 or B2) is required for students from many countries.
- An authorization letter (provided by the ISP), giving permission for family or another adult to take students outside of Canada, signed by students' biological parent(s).
- A Permission to Travel Form signed by students' biological parent(s).
- Study Permit to return to Canada; copy of Acceptance Letter as well.



Sometimes Homestay families **make a quick trip to the US** with their students during a long weekend or a school break. If travel to the US is by driving through the Emerson border crossing, students may be required to complete an I-94 form. There is a cost for this form and students will be fingerprinted. This form is valid for 6 months but <u>MUST be returned to US Customs before departing Canada.</u> Not returning this form prior to departure could result in students not being allowed back into the USA.

Students from the following countries do <u>not</u> require a US Visa to travel to the USA as their home country is part of the **US Visa Waiver Program**: Austria, Belgium, Chile, Czech Republic, Estonia, Finland, France, Germany, Italy, Japan, Netherlands, Portugal, Singapore, South Korea, Spain, Switzerland and Taiwan. However, **Always check** for updates at <u>www.immihelp.com/visa-waiver-program</u>.







HOMESTAY FAMILY'S OWN HOLIDAY TRAVEL PLANS

Homestay families may want/need to take a trip outside of Winnipeg during their holidays. If it is not possible for your students to travel with you, other homestay arrangements must be made. Another homestay family (criminal checks already done) is easiest. Or, a reliable family member or friend, who is willing to go through ISP safety checks, will stay with the student in your home. The Homestay Facilitator <u>must always</u> be involved in making such arrangements for your students. Even if the homestay family will be away from their student for one night, they need to provide an ISP approved supervisor to stay in the home with their student. Payment to the stand-in homestay family will be pro-rated and paid from the regular homestay's payment total.

GRADUATION & LAST SCHOOL DAYS

GRADUATION: CONVOCATION, DINNER / DANCE and SAFE GRAD

Students are responsible for **all costs** of their graduation including their convocation gowns, dinner, dance, and Safe Grad. ISP students in grades 11 or 12 may attend Safe Grad as a graduate or guest, provided they satisfy all the requirements stipulated by their **school's Safe Grad Parent Committee**. Students are responsible for completing all forms required by their school and securing the necessary **signatures from their biological parent(s)** and the adult responsible for picking them up at the end of the event. The ISP office will be pleased to assist with securing the necessary signatures: Contact the ISP Director for assistance. Once ISP students leave Safe Grad, they must return directly home; they are not permitted to proceed to another venue.



EXAMS and RETURNING LIBRARY & TEXTBOOKS

Students are not permitted to reschedule final exams or assignments for the purpose of departing early. Please remind your students to return all school textbooks and library books before they fly home.

Students should remind the ISP Director if diploma and transcript authentication is needed.

Authentication means international students' Manitoba diplomas are stamped as authentic for their home country. Some students need specific letters for university in their home country. The ISP office organizes this.







GOING BACK HOME

Just as you prepared for your students to come to live in your home, you also play a huge role in the transition for them to return home. If students have been here for a year or more, there are a lot of memories and items to pack and last-minute gifts to buy, often while preparing for exams and graduation. You can support your students with some practical things that need to be taken care of such as cancelling bank accounts, phone contracts, gym memberships and returning all school and library books.

Help students check that their suitcases meet all current airline regulations both for weight and number of pieces allowed. **Check on the airline's website for the most up-to-date information**. It is frustrating and disappointing if students need to unpack at the airport and leave things behind or pay huge fees to get their belongings home. Students can pay an additional baggage fee and send items home in an extra suitcase, or in a well-wrapped box. Do not leave packing until the night before. This is usually when students say good-bye to their friends. Often friends come to say good-bye at the airport also. They have made many friends for life.

The Homestay family is expected to bring their students to the airport upon their departure date and to stay with them until they have gone through the security area. If unable to drop off students, it is the Homestay family's responsibility to make safe, alternate arrangements.



COMMUNICATION GUIDELINES for STUDENTS

STUDENTS

SCHOOL

Course Selection
Attendance
Grades

All school concerns

HOMESTAY

Daily Routine Meals, Safety Attendance contact Activities

All homestay concerns

EMERGENCY

Medical Emergency
Accidents
Illness
Custodianship

Any other emergency

Speak with appropriate school staff first such as the teacher, advisor, counsellor or resource.

Speak with a homestay parent first. Communicate for better understanding and discuss a compromise.

Speak with the homestay family immediately to assist with the situation.

If the concern remains unresolved, speak with the principal or vice-principal. The ISP Director can assist with addressing the concern when needed.

If the concern remains unresolved, speak with the ISP Homestay Facilitator.



Contact ISP staff immediately by text, email or on emergency cell phone (if needed).



Even if concerns are resolved without involving ISP staff, it is still very important to keep staff aware of all concerns or issues. These communications are essential to help ensure a positive experience for everyone involved.

PLEASE REMEMBER:

ISP staff is always available to act as a liaison and to assist students and homestay families if concerns arise.

CONTACT US

P: 204.488.1757 **F:** 204.487.4021

https://www.pembinatrails.ca/affiliates/isp/Pages/default.aspx

Admin. Office:

181 Henlow Bay Winnipeg, MB. <u>R3Y1M7</u> Canada

Students should always talk to their Homestay family first.

If students' homestay concerns or questions are still not resolved, students should **next** email the **Homestay Facilitator**.

All Homestay Family's questions or concerns relating to students' Homestay <u>arrangements</u> should ONLY be discussed with the Homestay Facilitator (not with students).

For Homestay, please contact:

Christine Reid, Homestay Facilitator

P: 204.488.1757 Ext. 1178 E: creid@pembinatrails.ca

Donna Gray, Homestay Aide

P: 204.488.1757 Ext. 1225 **E:** dgray@pembinatrails.ca

Financial / Medical:

Jennifer Liu, Accounting Clerk

P: 204.488.1757 Ext. 1176 E: jenliu@pembinatrails.ca

EMERGENCIES

The International Student Program has dedicated a cell phone for homestay **emergencies only**. The cell number is **204.793.7073**.

GENERAL QUESTIONS / CONCERNS

Please use the Homestay Facilitator's **office landline** for all non-emergency matters during office hours at 204.488.1757 Ext. 1178. Or email: **creid@pembinatrails.ca**

For any other questions or concerns, please contact Tess Cordeiro, Director by calling 204.488.1757 Ext. 1246 or via email at tcordeiro@pembinatrails.ca



Every student signed this when applying: STUDENT LEGAL AND RESPONSIBILITIES AGREEMENT

I understand that a successful experience in the International Student Program of the Pembina Trails School Division depends upon regular class attendance, completion of all homework and assignments and participation in all activities offered by this Program. I acknowledge that the International Student Program of the Pembina Trails School Division reserves the right to dismiss students and return them home, at their parent's expense, without tuition refund for violating any of the rules set out by the program. See Refund Policy at https://www.pembinatrails.ca/affiliates/isp/Apply/Refund-Policy/Pages/default.aspx

I understand that serious breaches of Program rules include, but are not limited to:

- Driving a motor vehicle
- Inappropriate use of social media
- Engaging in any illegal activities
- Not maintaining a minimum of 4 courses per semester
- Violating the rules set out in our Standard of Behaviour
 https://www.pombinatrails.ca/Documents/Standard%2/
- Using alcohol or illegal drugs
- Breaking Homestay rules
- Unauthorized travel outside of Winnipeg
- Holding a paying job
- Using cannabis or vaping

https://www.pembinatrails.ca/Documents/Standard%20of%20Behaviour%20Brochure.pdf#search=standard%20of%20Behaviour

I undertake to abide by the Program regulations and to cooperate with administrators, teachers and students in the Pembina Trails School Division.

Student Signature	Date	Pembina Trails
		International Student Program Wimipog, Mariitoba, Canada

Every parent signed this when applying: PARENT LEGAL AND RESPONSIBILITIES AGREEMENT

The signature below acknowledges agreement with the following:

- The Pembina Trails School Division can, at its discretion, dismiss my child and return him/her home at my expense without tuition refund for providing false and/or inaccurate information for this Student Application and/or violating any of the rules (see above) set out by the International Student Program.
- I have read and understand the Refund Policy: https://www.pembinatrails.ca/affiliates/isp/Apply/Refund-Policy/ Pages/default.aspx and the document entitled: Standard of Behaviour https://www.pembinatrails.ca/ Documents/Standard%20of%20Behaviour%20Brochure.pdf#search=standard%20of
- If my child's educational or Homestay needs are greater, or become greater than disclosed in the application process, the Pembina Trails School Division has the authority to charge for extra support, if available or, at its discretion, to send my child home at my expense.
- My child has no history of criminal behaviour.
- The Pembina Trails School Division is not legally liable should my child be injured while in Canada.
- Any litigation involving the Pembina Trails School Division will be conducted in, and according to the laws of the Province of Manitoba.
- My child has my permission to use school wellness facilities.
- My child has my permission to travel with their Homestay Program family within the Province of Manitoba and Northern Ontario.
- My child has my permission to participate in any day trip within the Province of Manitoba and Northern Ontario arranged by the Pembina Trails School Division.
- The Pembina Trails School Division has my permission to use photographs and/or videos of my child and/or artwork and/or written work produced by my child in any promotional material and/or professional media for their International Student Program.

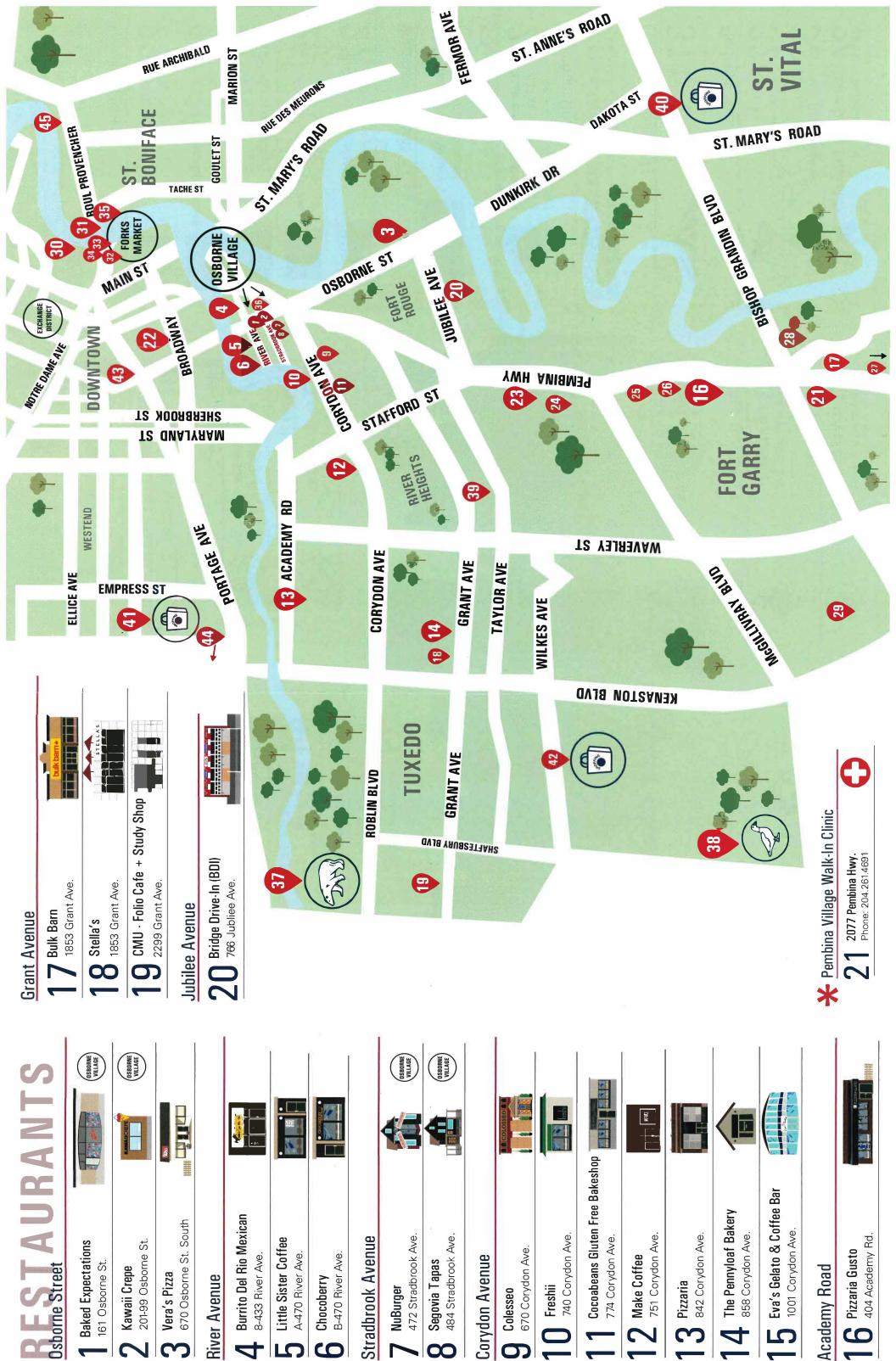
Parent Signature	Date	Pembina Trails
		International Student Program Winnipog, Manitoba, Canada

International Student Program Revised 07.07.2021/KR

The Guinness Book of World Record's Largest Snow Maze!

Located 20 minutes south of Winnipeg, Manitoba, the Snow Maze offers other winter activities such as a giant luge, sleigh rides, tobogganing and snow games. A warming tent provides sitting room and snacks. For students who have never played in snow, it's a fun way to learn about winter. In the fall, this becomes a Corn Maze with a Halloween theme and offers a Zip Line view of a ravine, forest and maze area.





Broadway Street

Food Trucks on Broadway Street





Dancing Noodle





















Chatime - Bubble Tea 2800 Pembina Hwy



University Crescent

North Garden Restaurant 33 University Crescent 28









Carnaval Brazillian BBQ 100-270 Waterfront Dr.



Provencher Boulevard

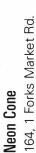
Mon Amie Louis 50 Provencher Blvd.



The Forks Market

Skinners

1 Forks Market Rd







St. Vital Shopping Centre 86-1225 St. Mary's Rd.

St. Mary's Road



1 Forks Market Rd.

•

1 Polo Park Shopping Centre

Portage Avenue

1485 Portage Ave.

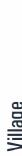
 $42. \ \text{Outlet Collection Winnipeg} \\ 555 \ \text{Sterling Lyon Pkwy}.$

SEASON

Sterling Lyon Parkway

Human Rights Museum 85 Israel Asper Way





Codebreakers Escape Room 110 Osborne St. 110 Osborne St. Osborne Village

S Codebreakers

110 Osborne











































































Poseidon Bay (off of Taylor/Grant Ave)

39 Pan Am Pool







Festival of Lights (November - December)

(Trick)

2595 Roblin Boulevard

Assiniboine Zoo

Roblin Boulevard

S Assiniboine Zor
2595 Roblin Bo

Portage Avenue

Red River Exhibition Park

(February) 233 Provencher Blvd.

Festival du Voyageur

Provencher Boulevard

3977 Portage Ave.

D

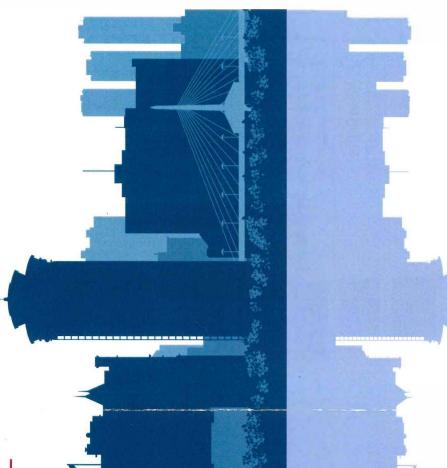
Fort Whyte Alive 1961 McCreary Rd.

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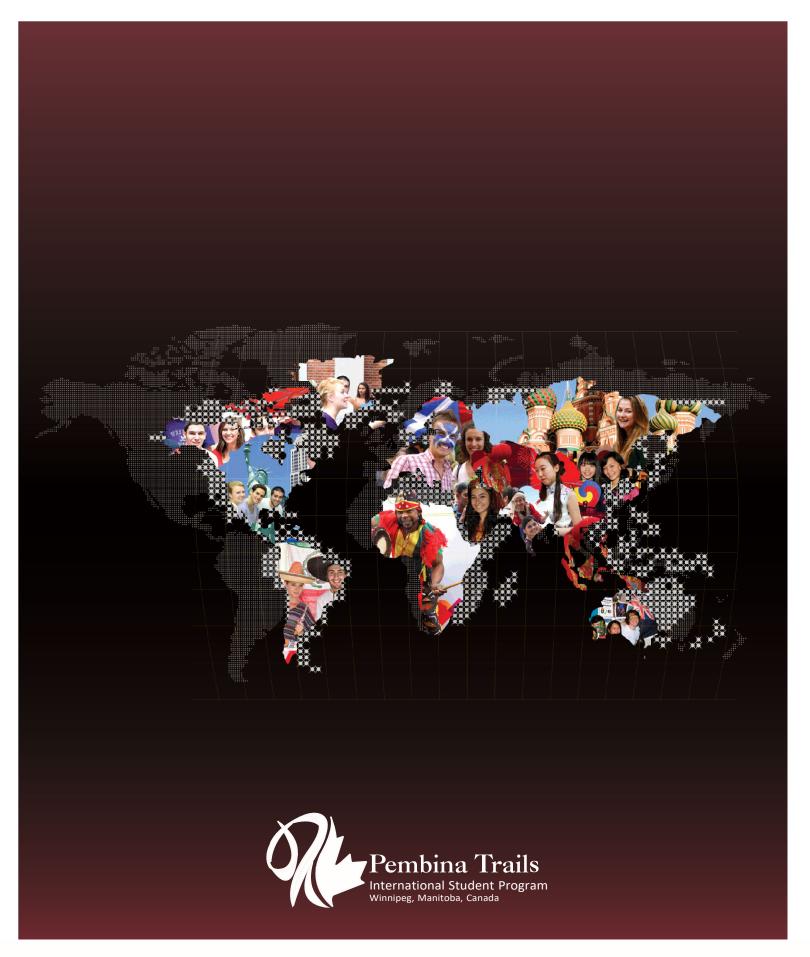
(End of June)





Explore Shop Eat

181 Henlow Bay | Winnipeg | MB | Canada | R3Y 1M7 204.488.1757 | www.pembinatrails.ca/isp



Visit us: www.pembinatrails.ca/affiliates/isp/Homestay/Homestay-Program

Revised: 07.07.2021