

Host Orientation: Make sure your families are ready!

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Why conduct host orientation?

- Housing is one of the three pillars of student satisfaction, along with academics and social
- Well-prepared hosts are happier and you will retain them for longer
- Hosts will be able to resolve minor issues without involving the homestay coordinator
- Host training is an *investment* that will pay dividends in student satisfaction and saving you time



How long should your session be?

- One hour
- Two hours
- Three hours
- Five hours



How long should your session be?

Edmonds Community College in Washington State has a five-hour orientation that covers:

- College policies
- Student expectations
- Culture shock
- Communication issues
- Cultural differences
- When to contact the homestay coordinator



Topics for host training

- Welcoming the student
- Expectations
- Supporting students with culture shock
- Rights and responsibilities of the host family and of the student
- Communications and cultural differences
- Household safety and appliances
- Bathroom orientation



Topics for host training

- Telephone and internet use
- Food and meals / schedules
- Household chores
- Appropriate behaviour
- Changing homestays
- Saying goodbye at the end of the homestay

Let the program know about changes in household





Scenario: Missing valuables

You are a host parent. Your student arrived two weeks ago and suddenly you notice that some valuable jewelry is missing from the master bedroom. Your spouse says you should search the student's luggage while he is at school. What should you do?



Scenario: Water damage

You are a host parent. At the beginning of the homestay, you carefully explain how the bathroom works and the need to keep the shower curtain inside the bathtub. However, one day he forgets and there is water on the bathroom floor. He mops it up but some has already seeped through and damaged the ceiling on the floor below. Do you demand that the student pay for the repairs?



Preparing hosts for challenges

- Concerns about mental health issues
- Students refusing to follow rules
- Alcohol
- Smoking
- Boyfriends/girlfriends
- Hosts must be extremely careful to make sure that their behaviour is appropriate



Scenario: The party

You are a host parent. Your neighbours are also host parents and go away for the weekend. Their daughter, who is 18, has a large party at the home. The party is loud and disruptive and there is underage drinking. The daughter asks the student not to tell her parents about the party. The family's student visits you the next day and says that while he did not take part in the party he is feeling uncomfortable. What will you do?



When to contact the homestay coordinator

During the training, it's important to tell hosts when they should contact the program. This could include:

- Violation of the law
- Drug/alcohol abuse
- Failure to obey house policies (even after warning)
- Involved in an assault
- Student has gone to hospital for emergency
- Host has questions about an unusual situation



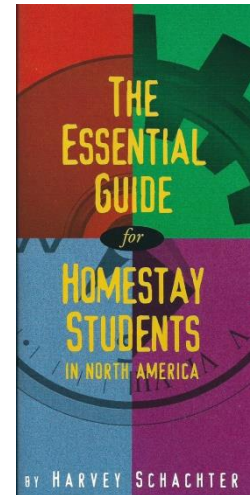
Some Golden Rules

- Appreciate differences between cultures
- Respect your student and expect respect in return
- Set expectations early around being on time, keeping the bathroom clean, doing laundry and so on
- Be patient
- Have fun and laugh! Plan activities to share with your students. They will remember them for years to come.

Resources for student orientation

The Essential Guide for Homestay Students

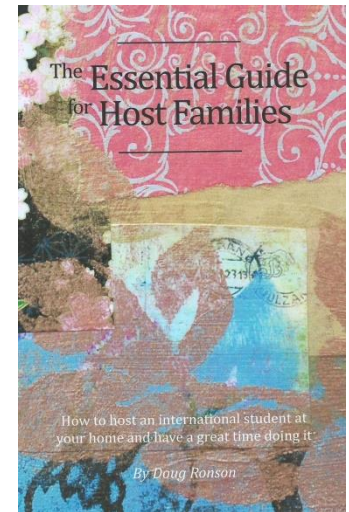
- Sixty-page guide
- Available in 8 versions: Arabic, Simplified Chinese, Traditional Chinese, English, Japanese, Korean, Portuguese, Spanish



Host family orientation resources

The Essential Guide for Host Families can be a valuable resource for hosts:

- Rights and responsibilities
 - Communication
 - Household appliances
 - Telephone and internet
 - Boyfriends/girlfriends
- And more





Thank you!

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for homestay coordinators, please contact:

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