

Homestay and Student Services

“There are NO homestay issues!”

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Toronto, ON

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EDUCATION
GROUP

Workshop Objectives

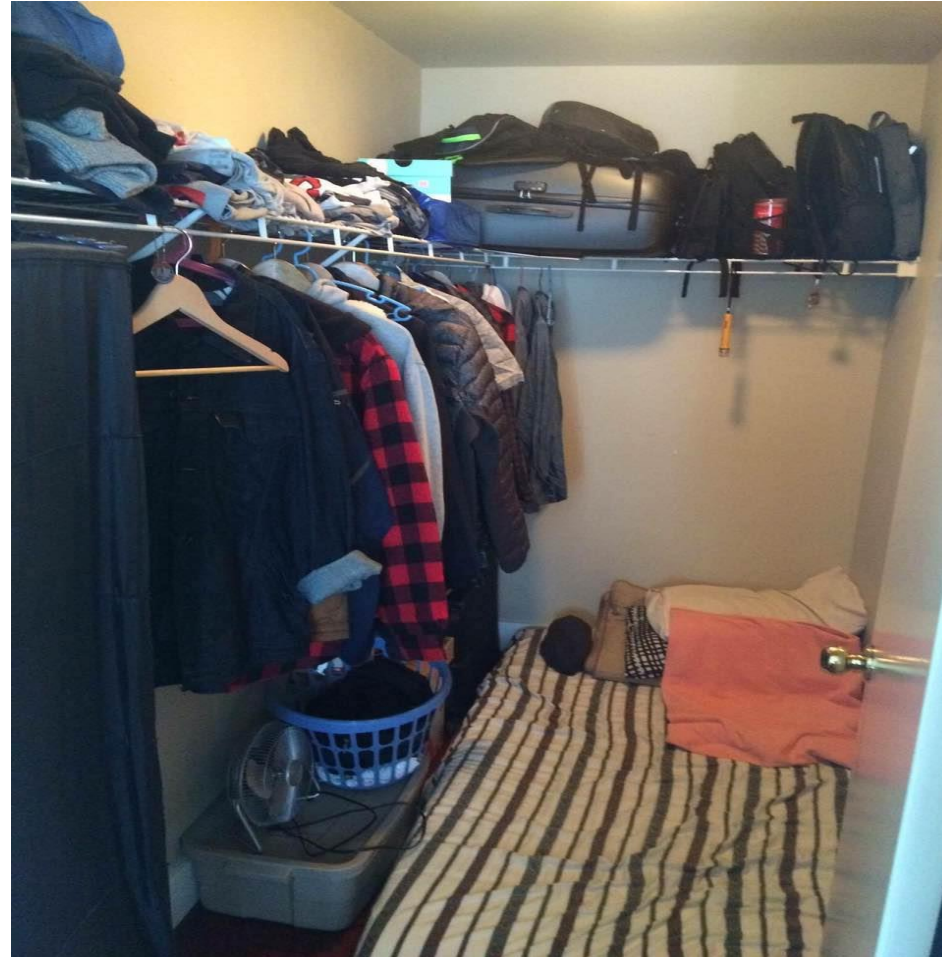
To look at case studies & share ideas on how to deal with certain scenarios and what resources can be used to support the student/homestay family/you.

Why are we here?

More often than not, we work alone and we need to know what resources are available when various situations arise.



We found this advertised on the internet. Is this a homestay?!!



There are 6 case studies.

What would you do?



Case Study 1 - to eat or not to eat?

A 21 year-old female homestay student returned from our 4-day Rockies tour.

A teacher noticed the student appeared to have lost weight.

The student mentioned she didn't have energy and was not feeling well.

The homestay mother communicated to the school that the student is quite particular how food is prepared and was quite concerned with how little the student eats.

Case Study 2 – Cultural/lifestyle differences

An adult male student told the homestay family over dinner that he is a member of the LGBTQ+ community. The homestay family was uncomfortable with this.

The homestay family asked the school for advice.

Case Study 3 – Rebellious minor

The homestay family called to ask us for the removal of their 16 year student.

The student refused to abide by household rules and was rude (perhaps being a typical teenager?)

The student missed many classes.

The Academic Team advised that they need to expel the student.

Case Study 4 – My homestay mother isn't my servant?!

A male student from a traditional conservative country treated the homestay mother as his personal servant.

He expected his room to be cleaned, meals prepared on-demand, etc.

The homestay family complained to the school.

Case Study 5 – Social media slight

A young adult student was belittled on social media by the homestay mother.

The homestay mother was from the same cultural background and disagreed with the student's behaviour.

The student's mother saw the post and complained to the school.

Case Study 6 – Medical emergency

An underage male homestay student became ill during a school arranged weekend trip to the Rockies.

The student was transported to Calgary Children's Hospital and diagnosed with appendicitis.

The activities staff notified the school and accommodations staff.

Suggested solutions:

Case Study 1 – To eat or not to eat?

- Met with the student; clearly very skinny (Immediately, suspected an eating disorder);
- Took her to the local hospital; blood tests results came back: very malnourished, close to death; admitted to hospital. Our job is finished at this point with the hospital. Her insurance agent/parents were then involved.
- Had round the clock nurse in her private room while being treated in the Eating Disorders clinic;
- Parents/emergency contact were contacted to take her home.
- Agent and marketing were informed.



Suggested solutions:

Case Study 2 – Cultural/lifestyle differences

- Had a chat with the student;
- Student was moved to a new homestay family;
- Followed up with the student after changing the homestay family; the student was very happy;
- Agent and marketing were informed about the move.

Suggested solutions:

Case Study 3 – Rebellious minor

- Spoke with the student - she wanted to move out;
- Received parent's written acknowledgement that expulsion was happening;
- Parents agreed to collect her and arrived to pick her up;
- Agent and marketing were informed.

Suggested solutions:

Case Study 4 – My homestay mother isn't my servant?!

- Invited the student to chat about cultural differences;
- Discussed gender equality in Canada;
- Student advisor also had a chat with the student.
- Had regular check-ins with the student to ensure he was adjusting/settling in well
- Agent and marketing were informed.

Suggested solutions:

Case Study 5 – Social media slight

- Removed the student from the homestay home;
- Advised student to not make contact & informed homestay mother the behaviour was unacceptable;
- Removed homestay family from our list.
- Agent and marketing advised.

Suggested solutions:

Case Study 6 – Medical emergency

- Advised agent, marketing and parents of the minor;
- Advised the homestay family;
- The hospital informed homestay staff that they can only discharge the student to an adult to ensure safe return of the student to Vancouver;
- Accommodation staff prepared to pickup the student if the parents were unable to pick up their child;
- Parents arrived;
- Safe return to the homestay home and student returned to school to complete his program.

External contacts:

-Local health authorities – familiarize yourself with the services available to you and know when to hand over the situation – you don't need to deal with it yourself.

-BC Homestay Network – fabulous forum for anyone across the country to ask for advice, get ideas, etc., – kana.hashimoto@ilsc.com

-Know how to report missing persons report – In BC all international students - regardless of age - are considered a vulnerable person;

-Student Insurance – e.g Guard Me

CMHA (Canadian Mental Health Association
www.cmha.ca *Offices across Canada

Eating Disorders, Drug addictions treatment
<http://edgewoodhealthnetwork.com/>

Crisis Line, 24 hours: 604-872-3311
[Crisis Intervention and Suicide Prevention Centre of B.C.](http://www.crisisintervention.ca/)

Vancouver Police: non-emergency: 604-717-3321

Victim Services: 604-717-2737



Helpline (24 hours, 7 days a week, in multiple languages)

HealthLink BC:	811
Alberta HealthLink:	811
Saskatchewan Health Line:	811
Manitoba Health Line: Within Winnipeg:	204-788-8200
toll-free:	1-888-315-9257
Telehealth Ontario:	1-866-797-0000
Quebec:	811
Nova Scotia HealthLinks:	811
New Brunswick Telehealth:	811
Newfoundland & Labrador:	811
PEI:	811
Yukon:	811
Northwest Territories:	1-800-661-0844
Nunavut:	867-979-3333
toll-free:	1-800-265-3333



After over 21 years, ...

...I am still surprised with some of the outrageous scenarios I hear from students and homestay families.

...proactive listening is an absolute; NEVER judge, remain neutral.

...my 6th sense is ALWAYS correct.

...COMMUNICATION is the KEY to all scenarios.



Summary

Did we meet our objective?

Where do we go from here?

One last word:

Stay connected with industry colleagues for latest information, advice, suggestions, etc. They are the best resources.

