



QUEST Language Studies Student Homestay Guidelines Summer Experience Program

Host Family

Your host family plays a very important role in your learning experience. They offer the security of a home base where you will live and build on your studies. The host family will not only welcome and introduce you to the Canadian experience, but, will assist you in fitting into the culture so that you get the most out of your experience.

All kinds of families are involved—and have agreed to provide you with the following:

- Fully furnished and equipped (linens, towels) private room with a desk and lamp
- Private or shared bath
- Nutritious meals – 3 meals a day, continental breakfast, bag lunch and warm dinner
- Accessible to Public Transport (within 30-40 minutes of QUEST)
- Clean and comfortable accommodation
- Respect for Privacy
- Access to telephone, television, laundry and other household amenities
- English language support
- Introduction into Canadian culture and family life

Your Bedroom

Your bedroom will be private, unless you have requested a shared room. It will contain a bed, a lamp-lit desk, a dresser, a closet or a place where you may hang your clothes. Your bedroom may be located in a basement as this offers more privacy, often bigger rooms, and is very common in Canadian homes. Canadian basements are clean, bright and furnished, just as with any other floor in the home. You are responsible for cleaning your own bedroom. Please do not eat or store food in your bedroom as this may attract pests and cause unpleasant, lingering odours. You will have access to the common living areas in the house.

The Bathroom

Most Canadian families share a bathroom. Please take short showers and clean up after yourself.

Laundry

Laundry is included in the price for Homestay. You are responsible for washing your own clothes, unless your Host Family prefers doing this themselves. Your Host Family will show you how, when and where to use the laundry appliances.

Houseguests

If you wish to invite a guest to visit your Homestay, you must request permission from your Host Family in advance. Guests are not permitted to sleep overnight in Homestay.

Telephone Use

Please discuss and respect the decisions of your Host Family regarding the use of the telephone. You should only use the telephone for short periods of time. There is no charge for local calls within the Toronto area. You are responsible for the expense of all your long distance calls. You should purchase “calling cards” which are sold throughout the city. You should only receive calls in the Homestay during reasonable waking hours (9:00 A.M. – 10:00 P.M., for example). If you know you are someone who will use the phone a lot, then you should buy yourself a personal cellular/mobile phone.

Internet Access

Internet access is not a guaranteed part of Homestay. Some Host Families may allow use of their Internet access for an additional charge. If you are using the homestay's internet, remember to limit your time and be courteous of the need of others for internet access.

Smoking

In the interests of health, hygiene and fire safety, smoking is not permitted in Homestays. You must smoke outdoors only and some families may not allow you to smoke outside on their property. You may be asked to leave your Homestay at your own expense should you choose not to follow this rule.

Communication, Courtesy, Respect and Rules

You are encouraged to communicate openly with your Host Family. They understand that it will take some time for you to adjust to a new language, new food, a new family and a new city. They will do their best to make you feel more comfortable.

Please remember that you have *the privilege* of living in someone else's home. Please be courteous in your interactions. For example, kindly inform your Host Family as you make plans for day or weekend trips/excursions when you will be away from Homestay meals or nights.

Please respect the privacy and belongings of your Host Family, and any other International Students who may also live in the home.

In addition to all of the above, there may be other rules to abide by, rules which are specific to your homestay. Please discuss such matters with your Host Family. You must follow all Host Family rules.

Curfews set by the Host Family / Quest Language Studies for students under the age of 18 are obligatory and cannot be compromised.

Homestay Questions or Concerns

Please speak to the student services coordinator, if you have any questions which your Host Family cannot answer. Please report any difficulty that arises between you and your Host Family as soon as possible.

In case of any serious issues we will change your homestay as soon as possible, usually within 72 hours. If you do not have a serious issue and wish to move you must complete the first period of your stay (4 weeks) or pay again for a new homestay.

The student services coordinator is available to you during office hours. In addition, homestay counseling is held regularly every Wednesday in room number 11 between 2:00 pm and 2:30 pm.

Homestay Evaluations

Your help is appreciated. Filling out the "Homestay Evaluation Form" helps us to better monitor your Host Family and the experiences in your Homestay.

Thank you.