



GREATER VANCOUVER, BRITISH COLUMBIA

WELCOME

On behalf of the Langley School District International Student Program (ISP) we would like to thank you, for your support of the International students that you have welcomed into your home. Homestay families are an integral part of the success of the International program and truly make for an authentic Canadian experience for the International students.

Langley School District ISP has welcomed students from 41 countries into our schools and community. Langley has the 6th largest International Student Program in British Columbia and this success has been achieved through the support the students receive at both schools and homestays. Natural parents and agents from around the world know that when a student they send, comes to Langley, the homestay experience will be one that they will forever remember and treasure.

Thank you for opening your homes and family to International students. Langley School District ISP appreciates and values the safe and nurturing home away from home you provide for the International students.



Revised: March 26, 2025

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NOTE: This version supersedes any other versions. It is the homestays’ responsibility to ensure they have the most up to date version. Much of the correspondence in the Homestay Office is done by email. Please ensure you check your email on a regular basis. It is the homestays’ responsibility to keep up to date with the ISP website. Please contact Homestay Department if there are any questions.

INTERNATIONAL STUDENT PROGRAM (ISP)

CONTACT PAGE

Website: www.studyinlangley.com

Phone: 604-534-7891

EMERGENCY HOMESTAY CELL PHONE: 604-764-8815

| NAME | POSITION | PHONE | EMAIL |
|---------------------------|-------------------------------|--------------|--|
| Mark Leiper | District Principal | 604-532-1460 | mleiper@sd35.bc.ca |
| Lorna Goulet | District Vice Principal | 604-532-1481 | lgoulet@sd35.bc.ca |
| Sylvie Dufort | District Teacher Coordinator | 778-726-5301 | sdufort@sd35.bc.ca |
| Homestay Staff | | | |
| Brad Hendy | Homestay Manager | 778-726-5089 | bhendy@sd35.bc.ca |
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| Marina Silva | Homestay Coordinator | 778-357-3789 | msilva@sd35.bc.ca |
| Program Assistants | | | |
| DeeDee Wall | Budget Officer | 778-736-0708 | dwall@sd35.bc.ca |
| Elliott Kwon | Program Assistant (Korean) | 778-613-2520 | elliott.kwon@sd35.bc.ca |
| Bowie Wong | Program Assistant (Cantonese) | 604-532-1457 | bwong@sd35.bc.ca |
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| Sunny He | Program Assistant (Mandarin) | 778-726-4528 | she@sd35.bc.ca |
| Other Staff | | | |
| Sandy Ho | District Teacher (Elementary) | 604-202-2722 | sho@sd35.bc.ca |
| Joan McGivern | District Teacher (Elementary) | 604-202-4013 | jmcgivern@sd35.bc.ca |
| Ming Hu | China Advisor | 604-614-4949 | mhu@sd35.bc.ca |

ISP SCHOOL CONTACT PAGE

Every Secondary School has an ISP Coordinator who ensures that the needs of International students are met at the school level. Here is a list of our School Coordinators and their contact information:

| SCHOOL COORDINATOR | SCHOOL | PHONE | WEBSITE |
|---|---|--------------|------------------|
| Sarah Schmidt sschmidt@sd35.bc.ca | Aldergrove Community Secondary School (ACSS) 26850 29 Avenue Aldergrove, BC V4W 3C1 | 604-856-2521 | acss.sd35.bc.ca |
| Jennifer Gauthier JGauthier@sd35.bc.ca | Brookwood Secondary School (BSS) 20902 37A Avenue Langley, BC V3A 5N2 | 604-530-2141 | bss.sd35.bc.ca |
| Alyssa Shore ashore@sd35.bc.ca | D.W. Poppy Secondary School (DWP) 23752 52 nd Avenue Langley, BC V2Z 2P3 | 604-530-2151 | dwps.sd35.bc.ca |
| Danny Majdanac dmajdanac@sd35.bc.ca | Langley Fine Arts School (LFAS) 9096 Trattle Street Langley, BC V1M 2S6 | 604-888-3113 | lfas.sd35.bc.ca |
| Johnson Yang jyang@sd35.bc.ca | Langley Fundamental Middle & Secondary School (LFMSS) 21250 42 ND Avenue Langley, BC V3A 8K6 | 604-534-4779 | lfmss.sd35.bc.ca |
| Lisa Noll lnoll@sd35.bc.ca | Langley Secondary School (LSS) 21405 56 TH Avenue Langley, BC V2Y 2N1 | 604-534-4179 | lss.sd35.bc.ca |
| Becky Nelstead bnelstead@sd35.bc.ca | R.E. Mountain Secondary School (REMSS) 7633 202A Street Langley, BC V2Y 1W4 | 604-888-3033 | remss.sd35.bc.ca |
| Richard Janzen rjanzen@sd35.bc.ca | Walnut Grove Secondary School (WGSS) 8919 Walnut Grove Drive Langley, BC V1M 2N7 | 604-882-0220 | wgss.ca |



AFTER HOURS EMERGENCY PHONE

(604) 764-8815

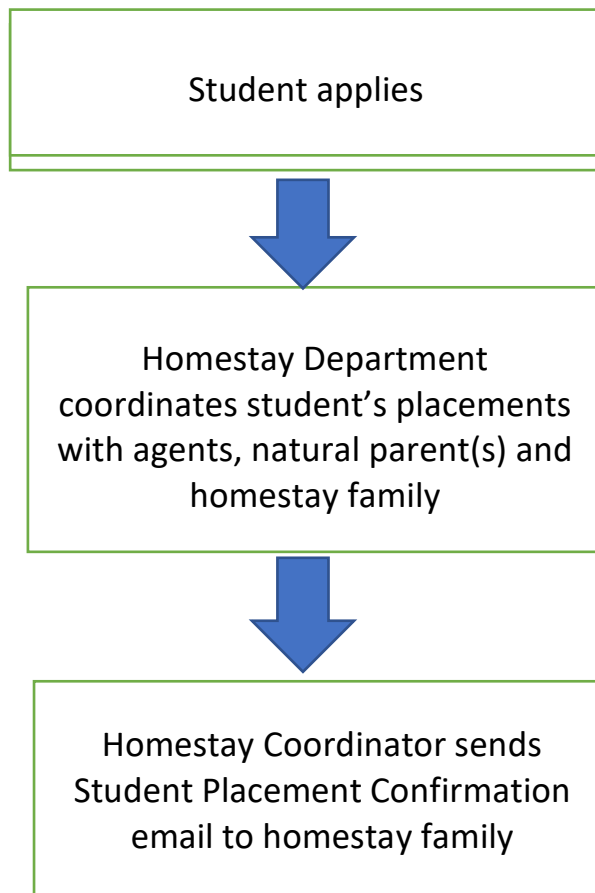
Contact the on-call line for emergencies only. For all non-emergencies, please contact your Homestay Coordinator directly during business hours

| EMERGENCY | NON-EMERGENCY |
|--|--|
| <ul style="list-style-type: none">• Student is hospitalized and/or seriously injured• Additional care or overnight stay is needed, possibly surgery | <ul style="list-style-type: none">• Student is at emergency department, discharged and has spoken to natural parents. No additional care is needed (e.g. sprain, toothache, minor cut with stitches) |
| <ul style="list-style-type: none">• Student has broken the program rules – drinking, drugs, police involvement | <ul style="list-style-type: none">• Student has broken a homestay rule |
| <ul style="list-style-type: none">• Student did not come home and you don't know where they are• Student moves without prior ISP permission | <ul style="list-style-type: none">• Student is late for curfew |
| <ul style="list-style-type: none">• Student is in danger or has been threatened | <ul style="list-style-type: none">• Student lost their wallet, passport, visa |

EMERGENCY PROCEDURES

- **Medical Emergency**
 - If your student needs to go to the hospital:
 - ✓ homestay parents are to take the necessary measures to handle the emergency (i.e. call 911 or transport student to hospital)
 - ✓ call the homestay after-hours emergency number **(604-764-8815)**
 - Homestay parent(s) are expected to remain with the student at the hospital
- **Missing Student**
 - Student does not return home by curfew and has not contacted you:
 - ✓ call student's cell phone, if not successful, then
 - ✓ call student's friends' cell phones and other homestay parents, if not successful, then
 - ✓ call homestay after-hours emergency number for direction
 - ✓ call the Langley RCMP non-emergency number (604-532-3200)

STUDENT PLACEMENT PROCESS



Student Placement Confirmation Email includes:

- Student's arrival information details
- Student profile
- Transportation from airport - students will be brought to their homestay in one of the following ways:
 - ✓ Beaton's Meet and Greet (for new students only)
 - ✓ family friend, agent or natural parents
 - ✓ picked up by homestay family (returning students only)
- School information
- School Coordinator contact information
- Medical information
- Homestay fee payment information (either District paid or Student paid)
- New Student Orientation itinerary
- Duration of your student stay

STUDENT GUIDELINES

QUICK REFERENCE

The STUDENT will:

| | |
|--|--|
| <ul style="list-style-type: none">✓ abide by homestay and school curfews✓ show respect to all family members, their belongings, and follow house rules and program rules✓ keep their bedroom and bathroom tidy✓ not take food or drink into bedroom without permission from the homestay✓ not have students whom they may be dating in their bedroom✓ eat dinner with their family a minimum of four nights per week✓ clean up after themselves if they use the kitchen✓ be off the internet by 11 pm✓ not own or purchase their own pet | <ul style="list-style-type: none">✓ not possess or use alcohol or drugs✓ take responsibility for any willful damage✓ introduce his or her friends to the homestay parent(s) and request permission to have guests in the home✓ inform homestay parent(s) where they are going, with whom, and when they will return✓ remain reachable by cell phone at all times by talk, or text✓ use Travel Permission form for any overnights outside of a Langley School District Homestay family✓ talk to their homestay before booking any flights to ensure they are able to transport them to and from the airport |
|--|--|

HOMESTAY GUIDELINES

QUICK REFERENCE

HOMESTAY PARENT(S) will:

| | |
|--|---|
| <ul style="list-style-type: none"> ✓ ensure that students have all of their contact information in their phones including the emergency phone ✓ maintain a clean well-supervised environment ✓ provide clean bed linens and towels ✓ provide a room with a bed, desk, window, nightstand and closet or dresser ✓ provide three meals daily – breakfast, lunch, dinner and snacks including four family mealtimes per week with the student ✓ provide reasonable use of the entire home and utilities, and instruction on their use ✓ establish procedures that are reasonable and age appropriate in conjunction with the District Homestay expectations ✓ ensure students are off-line by 11pm on school nights ✓ provide a key/code to the house ✓ offer assistance where possible with homework and assignments | <ul style="list-style-type: none"> ✓ contact the school regarding attendance (e.g. illness, medical appointment, etc.) ✓ provide transportation to and from the airport at Christmas, Spring Break and Summer Break ✓ provide transportation to and from the school if it is more than 1.5 kilometers ✓ ensure that student’s phone is fully charged before they leave the house ✓ ensure that students abide by curfew rules and notify Homestay Coordinator immediately if they are not ✓ assist and support student if medical or health situations arise ✓ accompany student to the hospital if necessary and remain with them ✓ inform Homestay Coordinator of any changes in your home (e.g. new pet, new tenant, separation, child moves out, etc.) ✓ agree not to host Private and District students at the same time ✓ Ensure the home security system, in particular camera and video recording, is explained to the student during the home orientation, complies with privacy requirements and does not invade the student’s reasonable expectation of privacy. |
|--|---|

HOMESTAY PRE-ARRIVAL REQUIREMENTS

Home Insurance

- Notify your Home Insurance Company that you will be having an International student(s) living in your home
- Ensure you will be covered by your insurance policy in the event the student causes any damage to your home
- Confirm if the student(s) is covered by your insurance policy for his/her personal belongings while residing in your home
- Langley School District is not liable or responsible for any damages in the home caused by the homestay student



Vehicle Insurance

- Homestays should have a minimum of \$3 million liability



Police Record Check (PRC)

- Every person residing in the home, 19 years and older, regardless of occupation, must complete a PRC. This includes:
 - ✓ Tenants (sharing common areas)
 - ✓ Grandparents
 - ✓ Young adults (19 years and older)
 - ✓ Relatives
 - ✓ Family friends
- This is a mandatory requirement for all homestay families and must be done before a student(s) is placed with you
- Your Homestay Coordinator will provide you with the link to the Ministry of Justice website and an access code so you can complete the check online free of charge
- If other adults move into the home (e.g. new partner, grandparent, family friend, tenant etc.), it is the responsibility of the homestay family to notify their Homestay Coordinator and to make sure the additional household member(s) also completes a PRC
- Your PRC must be renewed every three years. Your Homestay Coordinator will contact you when your PRC is up for renewal

Household Safety

- Your home must be equipped with smoke detectors on each floor
- Ensure your home has a fire extinguisher in the kitchen
- Go over an emergency escape plan with your student

Orientation

- The ISP program provides new students with a District wide Orientation
- Most students will arrive in time for Orientation, but some may not (e.g. delayed visas, family emergency, etc.)
- In the case of student delays or changes, your Homestay Coordinator will keep you informed
- The Homestay Coordinator and/or School Coordinator will be in contact with homestay families to communicate Orientation details and school start expectations once they are finalized
- Typically, Fall Orientation is held one week prior to the start of school (last week in August)
- Please consider Orientation dates when arranging your holidays. It is expected that homestay parents be home to welcome their students
- Locations of Orientation may vary

Private vs. District Homestay

- District Homestay
 - A District representative has been to the home and conducted an inspection
 - A District representative has reviewed the District Program rules and expectations with the homestay family
 - Current Police Record Checks are on file for all members living in the home age 19+ (including grandparents, tenants, family friend etc.)
 - Langley School District is the Custodian for all students living in a District homestay
 - Student(s) living in the home have been placed by a District Homestay Coordinator
- Private Homestay
 - Student(s) living in the home who were not been placed there by the Langley School District
 - A private homestay could be one of the following:
 - ✓ relative
 - ✓ friend of the family
 - ✓ a family working through a private homestay agency
 - Langley School District is not the Custodian for students living in a private homestay
- DISTRICT and PRIVATE homestay students are **NOT** permitted to live in the same home

WELCOME AND HOSPITALITY

House Tour

- Do a thorough tour of your home with your student – both inside and out
- Discuss common and personal spaces. Standards of privacy and personal space can vary across cultures. For instance, knocking on the bedroom door before entering
- Students may not be familiar with things such as:
 - ✓ Tap water is safe to drink in Canada
 - ✓ Shoes off when entering the home
 - ✓ What is recycled and what is garbage
 - ✓ Thermostat or temperature adjustments
 - ✓ How to use kitchen appliances: remember that most of the International students have never helped out in the kitchen before



Family Procedures

- Communicate and post your expectations, house rules and family schedules
- Topics should include computer usage, shower times, and other house rules
- Be clear and consistent in your explanation of family rules, and provide an atmosphere that permits explanation and discussion as needed
- Ensure your student's contact information and photo are easily accessible to all family members

Food

- Students are expected to have dinner with their host family a minimum of four nights per week
- Host families are required to provide a variety of nutritional, well balanced meals daily: breakfast, lunch, dinner and snacks (should include one hot meal per day)
- Ask what foods your student enjoys and take them grocery shopping
- Communicate your expectations with regards to breakfast and lunch preparations. Some families will prepare breakfast and lunch, and some students prefer to do it themselves
- Some students prefer a warm meal for lunch. Offering leftovers for lunch is a good option
- Students are responsible for paying for their own snacks purchased at school
- Some students enjoy cooking. Discuss your family rules about cooking in your kitchen
- Show student how to use kitchen appliances – be patient as this may be a new experience for them
- If you are going out to eat as a family, you are responsible for covering your student's cost
- If you will not be home for dinner, ensure there is a meal prepared and left for your student to safely heat up
- Some students truly miss their own food. Let your student know there are a few local ethnic markets where they can purchase their own treats and snacks



Bedroom Etiquette

- Students are responsible for keeping their bedroom tidy
- Students should not take food or drink into bedroom without permission from the homestay
- Do not allow students to leave food, garbage, dishes or recycling in their bedrooms
- Student's bed should have a good mattress cover
- Bed linens and towels are to be washed weekly either by you or by the student
- Let your student know you will respect his/her privacy by knocking on the bedroom door before entering, and that you expect the same privacy in return
- Students will not have students of opposite gender or someone they may be dating in their bedroom

Bathroom Etiquette

- **Bathroom facilities and their use is often very different in other cultures**
- Students are responsible for keeping their bathroom clean
- Provide space for student's personal items
- Toothpaste, toothbrush, exotic soaps, hair spray, shampoo, hygiene products and cosmetics are the responsibility of the student
- Show your student where the extra towels, toilet paper and soap are located
- Students should shower/bathe daily
- Discuss length of shower times (10-15 minutes max) and time of day for showers
- Explain that the shower curtain goes inside the bathtub when showering and how to use the shower taps
- It is recommended that homestays provide dark colored old towels for such purposes as:
 - ✓ Hair dye
 - ✓ Make up removal
 - ✓ Nail polish
- Explain that toilet paper should be placed in the toilet (not in the garbage can) and flushed
- Ensure the washroom is equipped with a toilet plunger
- A garbage can with a lid is recommended



Student Personal Hygiene

- As students mature there may be some conversations that need to be had that could be uncomfortable to some host families
- Please keep in mind that topics like using deodorant or talking about menstruation may be new to some cultures
- If you notice your student's hair is generally greasy or they have a body odor, discuss this with your student in a private atmosphere
- Explain to female students how you expect them to dispose of feminine hygiene products



Laundry

- Show your student where to put dirty clothes
- Provide a laundry schedule for your student, if necessary
- Ensure that student's laundering is occurring weekly
- If you want your student to do his/her own laundry, demonstrate the operation of the washing machine and dryer and make sure that you convey his/her responsibility to fold and put the clothes away
- Some more physically active students may require extra laundry days for team uniforms, work out gear, etc.
- Host families supply laundry products



Computer Access and WIFI

- Share your WIFI password
- Homestay families are not expected to provide a computer; students bring their own computer
- Internet service is the responsibility of the homestay family
- Homestay parents may not charge for internet use



Religion

- Respect your student's religious beliefs
- Your student may want to attend your services or may prefer some quiet time at home
- If special arrangements need to be made in order for your student to observe his/her religion in everyday life, try to help work out something that is both satisfactory to your student and appropriate to your family life

Chores

- Students should keep their own bedrooms and bathrooms clean and tidy. Simple instructions and a demonstration may be required
- Students are to clean up after themselves when using the kitchen
- Students are not responsible for such things as babysitting, dog walking, gardening, car washing, etc.



Babysitting

- For safety reasons, students are not permitted to babysit. Should an emergency occur, the student may or may not be able to react appropriately and respond well enough in English if they encounter a stressful situation

Pets

- Students are not responsible for the care of homestay's pets
- Some students are afraid of dogs or cats and will need help adjusting as this may be a new experience



CULTURE SHOCK

What is Culture Shock?

- It's common to experience culture shock when students are resettled into a foreign setting
- This is a normal reaction to a new environment where students are no longer in control as they have been at home
- Students may experience a range of emotions when adapting to a foreign culture, from excitement and interest to frustration, depression, exhaustion, disorientation, and fear of the unknown
- Culture shock is a term used to describe what happens to people when they encounter unfamiliar surroundings and conditions

Symptoms of Culture Shock

- People differ greatly in the degree to which culture shock affects them, but almost everyone is affected by it in one way or another. Symptoms vary, but can include:
 - ✓ boredom
 - ✓ withdrawal (i.e. spending excessive amounts of time reading; avoiding contact with host family)
 - ✓ feeling isolated or helpless
 - ✓ sleeping a lot or tiring easily
 - ✓ irritation over delays and other minor frustrations
 - ✓ suffering from body pains and aches
 - ✓ longing to be back home
 - ✓ unduly criticizing local customs or ways of doing things

Stages of Culture Shock

- The five stages of culture shock are:
 1. **The Honeymoon Stage** - Students are very positive, curious, and anticipate new exciting experiences. Students even idealize the host culture
 2. **Irritability and Hostility** – Students start to feel that what is different is actually inferior. The host culture is confusing, or the systems are frustrating. It's a small step from saying that “they” do things in a different way to saying that “they” do things in a stupid way. You may blame your frustrations on the new culture (and its shortcomings) rather than on the adaptation process
 3. **Gradual Adjustment** - Students feel more relaxed and develop a more balanced, objective view of your experience
 4. **Adaptation of Biculturalism** - Students feel a new sense of belonging and sensitivity to the host culture
 5. **Re-entry Shock** - Students go home and it isn't what they remembered or expected it to be

DISTRICT HOMESTAY

RULES AND EXPECTATIONS

Cell Phones

- It is the homestay's responsibility to take students to get a cell phone with a Canadian SIM card within one week of arrival (i.e. local mall, Costco, etc.)
- The student is responsible for their own mobile phone cost
- Homestay should not sign a contract on behalf of the student
- Students must have a working cell phone at all times (e.g. minutes, text, data, charged battery, etc.)
- Students without a working cell phone are not permitted to go out
- Students must have a local phone number (Canadian SIM card)
- Students should select a month-to-month plan
- Students should not enter into long term contracts
- Students must not rely on their iPad, WhatsApp, Facebook Messenger, Instagram, or WeChat as a method of communication with their homestay family as they are dependent on WIFI



Curfew

- Sunday to Thursday – Curfew is 8:00 pm for students younger than 16 years old and 9:00 pm for students 16 years or older
- Friday to Saturday – Curfew is 11:00 pm for all students
- **During summer, holiday times and Pro-D days regular curfews apply.**
- Curfew may be extended on **for ticketed or special events** at the discretion of the homestay and Homestay Department.
- Students may be out past curfew if they are with their homestay family or participating in a school activity

Banking

- If necessary, assist your student in opening a student bank account for reasons such as homestay fees, personal spending, visa renewal etc.
- Some students arrive with pre-loaded Visa cards and may not need to open a bank account
- Choose a local branch that is convenient and easily accessible for your student
- It is recommended that an electronic transfer be set up between student and homestay accounts for the payment of homestay fees
- Students will be required to bring their passport, study permit and Letter of Acceptance (issued from Langley School District) to the bank
- Students should also get a debit card attached to their account
- For safety reasons students are discouraged from carrying a lot of cash.
- Students are encouraged to use debit cards or credit cards for most transactions



Homestay Fees

- Homestay fee is \$1,200 per month and is due on the first of the month
- Homestay fees will be paid to you in one of the following ways (refer to your Student Placement Confirmation):
 - ✓ **District paid:** Langley School District will direct deposit to your bank account. Your Homestay Coordinator will request a copy of a void cheque or banking information
 - ✓ **Student paid:** Your student will pay you directly either by cash, cheque, or electronic transfer
- Homestays should not accept more than one month's fee at a time
- Homestays may not charge or receive more than \$1,200 per month
- For the months of September to June, no partial month payments are permitted
- Students arriving prior to the first of the month will pay a nightly rate of \$40
- Homestay families are expected to pay \$40 per night to another District Homestay family for "holiday coverage" (i.e. you go away on a weekend and another homestay family takes care of your student that weekend)
- In the event of a student move the original family will keep \$40 per night, and the remaining homestay fees follow the student
- Homestay families should not depend on homestay fees to meet their financial obligations as students can be moved at any time

Internet

- Students must supply their own computer
- Internet service is the responsibility of the homestay family
- Homestays may not charge for internet use
- Internet access should be shut off by 11:00 pm (if necessary)
- Students abusing internet privileges could have these privileges suspended or terminated at the discretion of the homestay family or the Langley School District



Gaming

- Addiction to online gaming can become a serious problem for some students
- Communicate your expectations (noise level, headphones, gaming times) regarding online gaming
- Internet access should be shut off by 11:00 pm (if necessary)
- Students abusing gaming privileges could have these privileges suspended or terminated at the discretion of the homestay family

Drugs & Alcohol

- The use or possession of drugs and/or alcohol by an International student is not permitted
- Under no circumstances should a homestay family member (or their guests) provide or purchase alcohol/drugs for their student
- Students who use or are in possession of drugs and/or alcohol could be in jeopardy of being sent home immediately
- Please ensure your guests are aware of these restrictions



Smoking, Vaping & E-Cigarettes

- It is against the law to purchase cigarettes and vaping products if you are under the age of 19
- Under no circumstances should a homestay family provide or purchase cigarettes or vaping products for their student
- Smoking and vaping are not permitted inside the homestay home or on school property
- If your student smokes or vapes, discuss with them outdoor options (e.g. park, backyard, etc.)

Sleepovers

- There are three types of living arrangements for our International students:
 - ✓ **Langley School District Homestay**
 - ✓ Natural parent
 - ✓ Private arrangement
- Students may **ONLY** sleepover at other Langley School District Homestay families
- Students involved in the sleepover must have permission from both homestays
- Suitable notice must be given
- Homestay parents must communicate with each other to ensure that all parties are aware of the arrangement



Dating

- Students should introduce their boyfriend/girlfriend to the homestay family
- Students will not have anyone they may be dating in their bedroom

Damage in Homestay

- **The District is not responsible for any damages caused by the student**
- Students are not responsible for ordinary wear and tear
- Students are responsible for the cost of willful damage caused in the home
- If you feel your student has caused willful damage to your home, take pictures of the damage and email them to your Homestay Coordinator
- The ISP Department will review the level of damage to determine the next steps
- Your Homestay Coordinator will contact the student's agent and/or natural parents to inform them of the damage
- The ISP Department reserves the right to determine if compensation is required
- If deemed necessary, the homestay will be reimbursed accordingly by the student
- In the event the ISP Department is unable to recover the compensation from the student/natural parent, the homestay family may be required to make a claim through their insurance provider



Motorized Vehicles

- International students may not operate, own, borrow or rent a motorized vehicle, e-bike or scooter.
- Grade 12 students may take driving lessons with an accredited driving school, and they may not practice driving with anyone but the driving instructor
- Do not allow your student to drive your vehicle
- Students may only be a passenger in cars when the driver is 25 years of age or older and has a full license (not an 'L' or 'N' status) unless it is a member of their homestay family
- If there are extenuating circumstances, permission must be given by the School Coordinator or Homestay Coordinator

Paid Job While in Canada

- Immigration Canada does not permit students to take a paid job in Canada while on a study permit
- Working may result in a student's dismissal from Langley School District

School Attendance

- Students must be in attendance for all classes
- Students are not to miss school for any reason other than being sick
- If your student will be missing school, phone the school office to report their absence
- If there are recurring absences due to illness, take your student to a doctor
- If you receive automated messages indicating your student has missed a class(es) please report this to their School Coordinator



Report Cards

- Langley School District is the Custodian for all students living in District Homestay and has access to all student's grades
- Due to FOIPPA (Freedom of Information and Protection of Privacy), homestay parents do not have the right to their student's grades or report cards
- If the student chooses to show their report card to their homestay family, that is acceptable



Summer Storage and Fees

- If your student is returning to their home country for the summer and you have space in your home, the student is to pay a \$50 per month storage fee (July and August)
- Students returning to their home country in August after their Academic Summer Session must pay a storage fee of \$50
- All storage fees are to be paid prior to their departure
- Homestays should show their student where their belongings can be stored
- Student is responsible for packing and cleaning their bedroom before their departure home
- Homestays are responsible to ensure the student's packing is complete and the bedroom is clean, prior to the student's departure
- Families without storage space available must help their student find a local storage facility and assist with the transporting of their belongings



STUDENT AND HOMESTAY TRAVEL

Student Travel

- Students travelling outside the Lower Mainland (with or without their homestay) must complete a travel form (including day trips)
- Students travelling overnight (with or without their homestay) must complete a travel form
- Students can request a travel form from their School Coordinator or they can be found on our [website](#).
- Travel forms must be completed and returned to their School Coordinator a minimum of one week prior to travel. The homestay's signature indicates their awareness of the plan
- Students can only travel with a relative or close family friend (age 25 or older, government ID required) and usually only during school vacation time
- Once a travel form is approved/declined you will be notified

Visiting the United States for the day

- Students must complete a District Travel Form in order to visit the USA
- Students from most countries require a US Visitor's Visa to enter the USA
 - Some students will have an US visa in their passport. Check the expiry date. Obtaining a US visa in Canada can be a lengthy process. Students will need to prepare weeks or months in advance
- If traveling with your student, be sure to find out about ESTA visa requirements well in advance of departure as visas cannot be obtained at the border (<https://esta.cbp.dhs.gov/esta/>)
- If you visit the USA regularly, one blanket Travel Form is sufficient
- Students traveling out of B.C. will need to purchase additional private insurance for this time



Homestay Holidays/Coverage

- International students cannot be left unsupervised overnight
- If you are travelling without your student(s) there are two options available:
 1. Arrange for an adult age 25 or older, preferably a close friend or family member who already knows your student, to stay in your home and look after the student while you are away. This person must provide a current Police Record Check.
 2. Your student may be looked after by another Langley School District Homestay family. Suggested steps include:
 - Consult with your student to see if they have a friend they would like to stay with
 - Refer to your District Homestay Contact List for email addresses and phone numbers (available from your Homestay Coordinator)
 - Contact available family directly to make suitable arrangements
 - You are responsible to drop off and pickup your student from the temporary homestay family
 - You will be responsible to pay the temporary homestay \$40 per night
 - You must inform your Homestay Coordinator of temporary homestay arrangements



ACTIVITIES, FIELDTRIPS & SPECIAL EVENTS

All Activities, Field Trips & Special Events

- All activities, field trips, & special events must be communicated to the homestay.

Extracurricular Activities

- Some students choose to participate in extracurricular activities. These activities can be school based or non-school based
 - School based activities (early morning, after school) such as:
 - ✓ Drama
 - ✓ Sport
 - ✓ Arts
 - ✓ Music
 - ✓ School Dance
 - Non – School based activities such as:
 - ✓ Scheduled (e.g. dance, gymnastics, soccer, hockey, figure skating, tennis, swimming, music, dance, martial arts, gym, horseback riding lessons, tutoring/language school)
 - ✓ Day trips (e.g. skiing, trampoline park, hiking, go karting, paintball, laser tag, etc.)
- Students are responsible for the cost of extracurricular activities
- Communicate with your student to see if they are involved in or plan to participate in any of the above activities
- **Homestays are not expected to drive their students**, but are encouraged to discuss transportation options (assist with driving, carpooling, public transportation, taxi, uber)
- Students appreciate homestay support in their activities (i.e. watch a game, performance, etc.)
- Activities that require a waiver must be signed by the student's natural parents



ISP District Fieldtrips

- The International Student Program organizes optional activities for International students during the school year
- Students are responsible for the cost of fieldtrips
- Students should speak to their School Coordinator to sign up for the trip (forms will require a signature from the homestay)
- **Homestays are required to drop off and pick up their student on time at the designated location**

School Field Trips

- The School Coordinators or teachers often organize optional activities for their students during the school year
- Permission form(s) will require a parent/guardian signature
- Homestays may sign for low-risk fieldtrips only (e.g. aquarium, bowling, walking, movies, etc.)
- Natural parents must sign a permission form for high-risk activities (e.g. water activities, skiing, snowboarding, trampoline parks, etc.)



Special Events (Non-School Sanctioned)

- Students must discuss the special event with their School Coordinator
- School Coordinator contacts ISP Department for event approval
- If approved, the Homestay Department will create an event permission form for all Secondary Schools to use
- The form will include: date and times of the event(s), which method(s) of transportation is acceptable, and expected curfew etc.
- It is the student's responsibility to collect natural parent, homestay parent, and School Coordinator signatures on the form and return it to their School Coordinator
- School Coordinator will submit the completed form to their Homestay Coordinator



VISITORS

Natural Parents Visiting

- The Homestay Program provides housing for students while they are attending school
- Visiting parents are not permitted to stay with their child in their District Homestay
- If your student plans to stay overnight with their parent they must complete the Travel Form, which they can get from their School Coordinator or from our [website](#).
- The following is a list of suggested websites natural parents can visit to arrange their own accommodation:
 - ✓ www.hellobc.com/langley/accommodations.aspx
 - ✓ www.airbnb.ca

Agent Visiting

- Homestay families should not accommodate agent's requests to visit their home without prior permission from the ISP Department. If you are contacted by your student's agent for a home visit, please refer the agent to your Homestay Coordinator

Homestay Guests and Visitors

- Please inform your student about your guests' arrival and duration of stay
- If guests are planning to stay with you for longer than four weeks, inform your Homestay Coordinator, as a crim check may be required
- Students are not to give up their bedroom for guests
- Share relevant student guidelines with your guests (e.g. curfew, drugs and alcohol, etc.)



STUDENT MOVES AND DISMISSALS

Student Homestay Moves (Non-Emergency)

- The Langley School District reserves the right to move a student
- Your Homestay Coordinator will be in communication with you throughout the moving process
- There are many circumstances in which a student may move from your home. For example:
 - ✓ Homestay family sells their home
 - ✓ The student's bedroom is no longer available
 - ✓ Student moves in with their parent/private placement
 - ✓ Unknown allergies
 - ✓ Irreconcilable differences
- Homestay fees follow the student. The original homestay family keeps \$40 for each night the student was with them and the balance is given to the new homestay family
- The expectation is that the new family pick up the student and his/her belongings from the former homestay
- The Langley School District may at any time and at its own discretion move a student without notice. Langley School District has full discretion to terminate the homestay arrangement at any time.
- In all cases when a host family change is made, the Langley School District aims to keep the dignity and integrity of both the student and homestay family intact

Student Homestay Moves (Emergency)

- The Langley School District reserves the right to move a student
- Your Homestay Coordinator will be in communication with you throughout the moving process and will facilitate the move
- There are many circumstances in which a student may be required to move from your home immediately. For example:
 - ✓ Death/sickness in the family
 - ✓ Flood in the home
 - ✓ Violation of school or program rules
- Homestay fees in an emergency situation will be discussed with you by your Homestay Coordinator and are determined on a case-by-case basis
- The Langley School District may at any time and at its own discretion move a student without notice.
- The Langley School District has full discretion to terminate the homestay arrangement at any time
- In all cases when a host family change is made, the Langley School District aims to keep the dignity and integrity of both the student and homestay family intact

Student Homestay Moves (Dismissal)

- An ISP Administrator will make the final decision on student dismissals
- Your Homestay Coordinator will be in communication with you throughout the dismissal process
- There are many circumstances in which a student may be dismissed from our program. For example:
 - ✓ Drugs/Alcohol
 - ✓ Violation of school rules
 - ✓ Engaging in illegal activities
 - ✓ Breach of Homestay Rules and Behaviour Expectations
- Depending on the circumstances of the dismissal a student move may be required immediately and would be facilitated by a Homestay Coordinator
- The homestay fee for the current month will remain with the homestay family regardless of the dismissal date
- Remuneration to the emergency family will be paid by Langley School District
- In all cases when a host family change is made, the Langley School District aims to keep the dignity and integrity of both the student and homestay family intact



AIRPORT TRANSPORTATION

New Student Arrival

- New students have the option of paying for airport pick up by Beaton's Meet and Greet or arranging their own transportation to their homestay
- If your student is using the airport pick up service, the following steps apply:
 - ✓ You will receive an email from our office with your student's arrival details
 - ✓ Upon clearing customs and luggage pick up, your student will be met by a Beaton's meet and greet representative
- A host family member must be home to receive your student

Returning Students Arrival

- It is the homestay family's responsibility to arrange transportation from the airport for returning students.
- Homestays must speak with the returning student about their returning flight itinerary and airport pick up arrangement
- It is important to share how you are going to communicate during the airport pickup
- If your student is staying with a temporary host family, the temporary host family is not expected to transport the student to or from the airport. The cost of the airport transportation is the responsibility of the long-term homestay

Departing Students

- It is the homestay family's responsibility to arrange transportation to the airport for returning students
- Homestays must speak with their students about their departure plans
- If a homestay family is unavailable to drive their student; they must make alternative arrangements: carpool with another homestay or airport service (the homestay is responsible for the cost)
- Once an alternate drop-off plan is arranged notify your Homestay Coordinator



STUDENT MEDICAL INFORMATION

Process

- **Short-term students** who are enrolled in our program for less than six months, coming to Canada with their ETA's will be covered by **Studyinsured medical insurance**
- **Long-term students** who enrolled in our program for more than six months coming to Canada with a study permit, are covered by **Studyinsured** for the **first three months** of being in Canada.
- Medical Service Plan (**MSP**) coverage starts **three months after** the arrival date of the student (same as **study permit issue date**)
- **Returning students** are continually enrolled in MSP until they finish their studying in Langley.
- The ISP office applies on behalf of the student for both private medical insurance (**Studyinsured**) and MSP

BC Medical Services Plan (MSP)

- Students will receive their Medical Card from their School Coordinator
- Students must carry their Medical Card with them at all times
- Homestay families and students are to keep a picture of the student's Medical Card on their phones

Students on Studyinsured - Coverage When Traveling Outside of Canada

- Students are covered for all eligible expenses anywhere in the world
- Coverage in the USA is limited to 30 days
- Students have no coverage in their home country unless they are part of a school or training program
- In case of an emergency students should call Studyinsured at their toll free North American number 1-866-883-9787

Students on MSP - Coverage When Traveling Outside of Canada

- Students are covered for all eligible expenses in B.C.
- Students traveling out of B.C. will need to purchase additional private insurance for this time

Vaccinations

- Homestay parents cannot sign vaccination consent forms. Please contact your Homestay Coordinator concerning vaccinations and she will arrange for appropriate signatures if natural parent approval is required

Dental Care

- Dental Care is not covered by the medical plan

Getting health care when you need it

! If you have an emergency, call 911 or go to the hospital. You must also call StudyInsured™ Assistance within 48 hours of a serious emergency (see footer). If you are unable to call, have someone you trust call for you.

Seeing a Doctor Online

Video chat with a doctor on your phone, tablet, or computer for these issues and more:



Cold/Flu



Cough/Sore Throat



Earache



Urinary Tract Infection



Upset Stomach



Sinus Infection



Rash/Hives/Allergies

Fast – Easy – No travel or waiting rooms – Free for StudyInsured™ students – Prescriptions available

1 Register First

Visit getmaple.ca/msh and enter your policy number and date of birth to create your account



SCAN HERE TO REGISTER

After Registering

Visit app.getmaple.ca/login and enter the email and password you used to sign up



SCAN HERE TO LOG IN

2 Click Get care on your dashboard and select your symptoms

3 Connect to a doctor online for your appointment

3 Discuss your symptoms with the doctor. If you receive a prescription, pick it up at your local pharmacy or have it delivered to your doorstep

CALL US FOR ASSISTANCE
TOLL-FREE **1.866.883.9787**
WORLDWIDE **+1 416.640.7865**

StudyInsured™ Assistance is available 24/7 to help with:

- Locating the nearest medical facility
- Coordinating billing
- Questions about coverage
- Submitting a claim
- Arranging emergency transportation

Notify StudyInsured™ Assistance within 48 hours if you:

- Need to be hospitalized for any reason
- Require surgery of any kind (including dental)
- Need an MRI or CT scan
- Need air transportation
- Need medical attention outside Canada

The above is for informational purposes only and is not legally binding. For a full description of coverage, please read your policy wording. 2023-08

Getting health care when you need it cont'd



If you have an emergency, call 911 or go to the hospital. You must also call StudyInsured™ Assistance within 48 hours of a serious emergency (see footer). If you are unable to call, have someone you trust call for you.

Getting health care in person

Finding a medical provider near you

TIP: The URL to your student insurance website is located on your insurance wallet card

- 1 Visit your student insurance website
- 2 Click **“NEED TO SEE A DOCTOR? CLICK HERE”**
- 3 The StudyInsured™ Assistance agent will provide your information to our virtual health provider
- 4 Check the list of medical providers to see their location, distance from you, and hours of operation
Note: “Direct pay: Yes” on a listing means you won’t have to pay out of your own pocket at that provider

Be prepared for your visit:

- 1 Call the provider to check if you need an appointment and/or need confirmation of your coverage
- 2 To get confirmation of your coverage, call StudyInsured™ Assistance (see footer)
- 3 Bring **confirmation of coverage (if needed), photo ID, your insurance wallet card,** and a payment method like a credit card to your appointment
- 4 If applicable, bring a list in English of your medications, allergies, and medical conditions
- 5 If you’re worried about your ability to communicate, bring someone who can translate for you. There are also apps that can help with translation
- 6 Before you leave the clinic or hospital, ask for copies of doctor’s notes, reports, prescriptions, receipts, and invoices. You will need to submit these with your claim to StudyInsured™
- 7 Call StudyInsured™ Assistance after your appointment to keep a record of your diagnosis and treatment

Reminder: Hospitals and emergency rooms are for **serious medical emergencies**, and may have wait times of several hours. **Walk-in clinics can treat most illnesses and injuries quickly.**

CALL US FOR ASSISTANCE

TOLL-FREE **1.866.883.9787**
WORLDWIDE **+1 416.640.7865**

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SUPPORTING STUDENTS' WELLBEING THROUGH EVERY PART OF THEIR JOURNEY

Demand for counselling services is rapidly growing for schools. The **Stay Healthy At School Program** provides support to students struggling with mental health issues, stresses, and anxieties related to academics, finances, social interactions, and other pressures.



We provide guidance to help students through any challenge

PROFESSIONAL COUNSELLING AVAILABLE MULTIPLE WAYS:



- Available **24 hours** a day, **seven days** a week
- Purely **confidential and secure**
- Available from **anywhere in the world** in **over 100 languages**



PLUS STUDENT MOBILE APP FEATURING:

- Self-help tools
- Appointment scheduler
- 24-hour counselling
- Instant messaging functionality via app or website

ABOUT STUDYINSURED™

A trusted name in the travel insurance industry since 1946, StudyInsured™ provides custom options and solutions for global students, travellers, and workers. StudyInsured™ works with schools to develop unique insurance plans that evolve with student needs and to deliver optimal coverage at the best price.

Delivering industry-leading travel and student health insurance

- Comprehensive student insurance coverage
- 24/7 multilingual emergency assistance
- Third-party liability insurance for students and homestay families
- Up-to-the-minute info via a customized website provided by us
- Scholarship contribution to the growth of your program plus investment in your community via the StudyInsured™ Global Education Fund

TRANSPORTATION

Transportation to and from School

- Transportation to and from school is the responsibility of the homestay family
 - ✓ If your home is within 1.5km of the school your student can walk, bike, etc.
 - ✓ If your home is more than 1.5km from the school the student must be driven or they can take public transportation or the school bus (if available)
 - ✓ If they are taking public transportation the homestay family must contribute \$40/month towards the student's compass card

- School bus is available to **LSS, BSS and DWP** only:
 - ✓ If you live within catchment and less than 4.8km from the school your student can be registered for the school bus as a courtesy rider. Homestay family is responsible for the cost
 - ✓ If you live within catchment and more than 4.8km from the school your student can be registered for the school bus as an eligible rider at no cost
 - ✓ If you live out of catchment from the school your student can be registered for the school bus as an eligible rider at no cost
 - ✓ If you live out of district and too far from any of the school bus pickup/drop off locations you must contribute \$40/month towards your student's compass card and they can take public transportation

Transportation for Leisure Activities

- Students may choose to travel using public transportation, taxi, uber or sky train for their leisure activities
- Hiring a driver through WeChat is NOT acceptable
- For public transit information refer to the Translink website (www.translink.ca)
- It is recommended your student not travel alone and they should be in contact with their homestay family periodically throughout the day
- Compass Cards can be purchased at the following locations:
 - ✓ Online (<https://www.compasscard.ca/>)
 - ✓ Compass Vending Machine (CVMs) (Concession cards not available through CVMs)
 - ✓ Select London Drugs locations
 - ✓ By calling 604.398.2042
 - ✓ Compass Customer Service Centre: Waterfront Station

School Bus Registration

- If you require school bus service for your student to **Brookwood Secondary, D.W. Poppy Secondary, or Langley Secondary**, you will need to register your student for the school bus through our Transportation Department
- There are no school busses for Aldergrove Secondary, Langley Fine Arts, Langley Fundamental Middle and Secondary and Walnut Grove Secondary
- Your Homestay Coordinator will provide you with the necessary information required to register your student
- You will require your **student's ID number (not PEN #)** in order to complete the registration process
- Once the registration has been approved by Transportation you can find your student's bus stop and schedule on the Langley School District website under the Transportation tab
- Homestay parents can request refunds via transportationrefund@sd35.bc.ca



STUDENT PRE-ARRIVAL CHECKLIST

- Student's bedroom must include a bed, bedding, mattress cover, dresser, closet (wardrobe), night stand, lamp, desk, chair, opening window, hangers, and laundry basket.
- Student's bedroom and closets must be clear of homestay's belongings
- Student's bedroom must be cleaned (e.g. dusted, vacuumed, bedding laundered)
- Take photos of the bedroom and bathroom prior to arrival (for comparison upon departure)
- Prepare Family Emergency Escape Plans (e.g. fire, flood, earthquake etc.)
- Provide a house key or entry code for student
- Prepare a simple list of house rules and emergency number list (e.g. 911, family member phone numbers and addresses etc.) and post it somewhere the student can easily refer to
- Become familiar with Homestay Handbook and call your Homestay Coordinator with any questions
- Confirm you have adequate house insurance to cover a student living in your home
- Car insurance with a minimum of \$3 million liability
- If you are hosting a student who is dependent on the school bus, make arrangements before the student arrives and [book online](#) with the Langley School District Transportation Department

STUDENT ARRIVAL CHECKLIST

- Introduce student to your family and pets
- Encourage student to phone or email natural parents to confirm arrival
- Tour entire home, show how things work (e.g. toilets, showers, faucets, fridges, garbage, recycling and appliances, etc.)
- Go over Family Emergency Escape Plans (provide a copy for student)
- Take a photo of your student, medical information, passport and study permit. Keep in your phone and in another location that is readily accessible
- Provide your student with your family contact information for their phone: cellphone, work, and landlines
- Provide student with a house key or electronic code
- Review with student the list of rules and household expectations, talk about household chores, etc. Post a copy of this list in the student's bedroom
- Take student to mall or kiosk to get a cell phone and/or Canadian SIM card
- Show student their route to/from school, how to get to bus stop and local amenities
- If required, take student to open a bank account

STUDENT DEPARTURE CHECKLIST

- Ensure you are aware of your student's departure plans. Talk to your student about booking their return flight home to confirm if you are able to drive them to the airport
- Homestay families are responsible for taking students to the airport. Make sure they arrive three hours prior to their departure for International flights and two hours for Domestic flights
- If you are unable to take them to the airport, it is your responsibility to arrange and pay for a drop off service (Beaton's Meet and Greet)
- Assist student with packing and make sure that school textbooks are returned
- Ensure the student has cleaned their bedroom to your satisfaction
- If the student's belongings are being stored in your home during July and August, they are to pay you a \$50 per month storage fee prior to their departure
- If the student's belongings cannot be stored in your home, help them arrange a local storage facility and assist with the transportation of their belongings

STUDY PERMIT RENEWAL

Do not give your passport to an Immigration Consultant or anyone else, they must make copies and return to you immediately.

- You must:
 - Be sure that you have a valid study permit in Canada
 - Extend your Study Permit in order to continue to study in our schools
 - Apply three months before current study permit expires
 - Get help from an Immigration Consultant. Your School Coordinator has a list.

- Interim Letter:
 - CIC will email you a notice and file number
 - Show email to School Coordinator

- After you receive your new study permit:
 - Bring the new permit to your School Coordinator



RESOURCES

A. B.C. Helpline for Children (Tel: 310-1234) May be called to report when a child or youth under 19 years of age is being abused or neglected. There is a legal duty to report your concern to a child welfare worker

B. Kids Help Phone (Tel: 1-800-668-6868) Provides counselling and mental health support

C. Kelty Mental Health Resource Center (<http://keltymentalhealth.ca>) Resources regarding mental health issues, substance use, medications, and healthy living

D. HealthLink BC 8-1-1 Services (Tel: 811) Free-of-charge provincial health information and advice phone line available in British Columbia

E. Suicide Crisis Helpline (Text/Tel: 988) <https://988.ca> Confidential, free, 24-hour access to responders trained in suicide prevention

