



Pembina Trails School Division International Student Program

Student Arrival Quick Guide - Content



Hello Future Pembina Trails Student

A welcome letter from the International Student Program (ISP) team for the new student.



Homestay Summary

Important points concerning a student's homestay experience.



Protocol when having problems

If a student is experiencing any problems with their homestay family, these are the steps that should be followed.



Contact information & Phone plans

Our emergency number is **204 -793-7073**. Check also our social media information, website and Phone Plans for International Students.



Hello Future Pembina Trails Student,

I am very pleased to welcome you into our homestay family program!

We have approved all of our homestay families, met them personally, visited their home, and feel that they are very qualified to host an international student. We have spent a lot of time searching for the best possible matches, based on your requests and the families' requests as well. I feel that the family chosen for you is best suited to you for various reasons.

The information I am sharing about your homestay family is only the beginning of a wonderful relationship. You will soon get to know your family personally and you will quickly feel like you belong with them, as part of their family. Honest communication with another will be very important as you all adjust to getting to know one another and to living with each other.

Please remember that every person and family is unique. Even within our small city of Winnipeg, each family lives with different circumstances and develops their own traditions, customs and ways of living. You will find that your time in Canada will be your own individual experience and can never be compared to anyone else's. It is essential that you come to Winnipeg with an open mind and a flexible attitude. We encourage you to make the most of your time here by (1) Immersing yourself in Canadian culture (2) Spending time with your homestay family and students from other cultures and (3) Participating in as many activities as possible.

We recommend that both you and your homestay family communicate by email, Facebook, etc. before you arrive. Your homestay family is very much looking forward to meeting you and welcoming you into their home.

We all look forward to meeting you soon. We are certain that you will enjoy your stay in our beautiful city!

Sincerely,

Homestay Facilitator & ISP Team

HOMESTAY SUMMARY

The Homestay Program is intended to help international students improve their English language skills, learn about Canadian culture and allow Canadian families to learn about their students' cultures.

Following are some important points concerning a student's homestay experience:

1. It takes time to adjust to a new culture. Every culture is very different so we ask that our students give themselves a **minimum** of **4 weeks** to adjust to their homestay family and their new way of life in Canada.
2. **COMMUNICATION** is the key to a student's success in our program. Students should speak with their host family first if they have a concern. Almost all homestay problems arise because students have not communicated their needs to their host family.
3. Students are expected to make every effort to speak English while here in Canada. Don't forget your international friends are also trying to improve their English so encourage each other to speak it on a regular basis.
4. We strongly encourage students to get involved in extracurricular activities, making every effort to make Canadian friends and spending time with their Canadian family.
5. Students are expected to respect their homestay family, their rules and their home.
6. The homestay family will review house rules and expectations upon arrival which will include our program's rule for curfew. Individual chores such as keeping your bedroom clean, doing your laundry together with household chores such as meal preparation and clean up, tidying up after using living areas etc are common practices in Canadian homes. Thus, students will be expected to actively help out around the home.
7. Students will be permitted to keep their electronics in their rooms. However, if students are on their electronics too much, are tired from being on their phones when they should be sleeping or are using their phones inappropriately, the electronics will need to be kept in a common area within the home.
8. Our program allows **one** sleepover per semester, this is based on the approval of homestay families. Families are not required to have additional students sleep at their home. Also, students must follow the conditions established by the ISP program (see ISP website for details).
9. Students are expected to become part of their homestay family. This includes eating dinner with their family as often as possible and participating in family activities when invited.
10. While studying in Winnipeg, students are not allowed to operate a motorized vehicle and they are not allowed to obtain a Manitoba Driver's License (this includes taking Drivers' Education classes).
11. As per the Student Application Form, the student agrees to **not** consume any alcohol, cannabis or illicit drugs, and to **not** go to any bars or lounges at any time while enrolled as an ISP student, regardless of age. Students caught engaging in any such activities may be sent home immediately at their own expense.

The International Student Program department wants to ensure a great experience for all students and families. We consider our international students as ambassadors for our program and their country. We are confident all students will follow the rules and represent themselves appropriately.

PROTOCOL WHEN A STUDENT IS HAVING PROBLEMS WITH THEIR HOMESTAY FAMILY

Adjusting to life in Canada can take a bit of time. The first few days can be very difficult because EVERYTHING is different...family, language, food, schedule, etc. not to mention the fact that the student may be missing their family and friends back home very much during this time.

If a student is experiencing any problems with their homestay family, these are the steps that should be followed:

1. Student should speak directly to their homestay family about their concerns.
2. Student should contact the Homestay Facilitator and/or Homestay Aide to discuss their concerns.
3. If the student and their homestay family cannot solve the problem(s) themselves, a meeting with the student, homestay family and someone from our Homestay Department will be scheduled.
4. After the meeting, the student and homestay family will be given some time (approximately one week) to work on resolving the problem(s).
5. Someone from our Homestay Department will follow-up with the student and their homestay family after about one week to see how things are going.

A few important notes:

- It is really important that any concerns or problems be addressed immediately. Waiting for things to just get better without discussing the concern or problem will not help to improve the situation. Ignoring the problem will not make it go away.
- An “immediate” move will not be considered except in the case of an emergency (i.e. student safety).
- Students should try their best to speak with the homestay family and/or Homestay Facilitator/Homestay Aide before speaking with their biological parents when experiencing problems. Problems/concerns can usually be solved quickly and easily when student speak to their homestay family and/or Homestay Facilitator/Homestay Aide.
- It is important for all parties to understand that, depending on the situation and time of year, the process of moving a student can take some time.
- Most problems are in fact solvable, if everyone is willing to do their part.



Pembina Trails School Division International Student Program

Contact information - Website - Social Media



Homestay Emergency Phone Number

204 - 793 - 7073



Homestay Official Website

Find important guides, forms and news about ISP and homestay on our website.



Pembina Trails ISP Homestay - Facebook

Follow our facebook page to check news, pictures and videos on the Pembina Trails ISP homestay community.



Pembina.trails.ISP - Instagram

Keep updated about the International Students' life on Instagram. Look at their successes and achievements at school and beyond!

**PHONEBOX**

658 Seymour St. Vancouver, BC V6B 3K4



toll free 1-855-886-0505

email services@gophonebox.com

Pembina Trails School Division

Dear Students,

We are pleased to partner with PhoneBox, a telecommunication company whose products are tailored to the needs of international students.

Phonebox offers Canadian cell phone plans, starting at just **\$35/month**, with no contractual commitments. Plans are available to both international students, and Canadian host families.

Some of the advantages of PhoneBox are:

-  **No contract required:** You can request activation or termination at any time
**Also, PhoneBox can set the scheduled termination for students: They won't forget to terminate.*
-  We have **competitive plan options** to choose from (see below)
**Users can use the networks in Canada without any roaming fee.*
-  We offer **support in many languages:** English, French, Korean, Japanese, Mandarin, Cantonese, Vietnamese, German, Spanish, Portuguese, Hindi, Punjabi, and Khmer!
-  You can get a SIM card delivered for **FREE** anywhere in the world

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**PHONEBOX**

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email services@gophonebox.com

Our plans:

Please follow the link provided below to view our current available plan options -

<https://gophonebox.com/plans>

We aim to make it easy to set up a Canadian phone plan using the same phones from your home countries.

Please note that users opting into this service will have a SIM card sent to them by mail after registering services via the link below. Users may request that these SIM cards be sent to their homestay before or after arrival, or they may choose to send them to their home country before arrival.

Users will have support to activate SIM cards and get their numbers in advance.

How can I register for a PhoneBox phone number?

1- To sign up, visit: <https://prepaid.gophonebox.com/?bn=2088>

This link is unique for Pembina Trails School Division students, eliminating the \$10 SIM card charge. If you have any questions, please contact services@gophonebox.com.

2- Where can I get more information about PhoneBox?

To learn more about PhoneBox, please visit www.gophonebox.com

Note: PhoneBox is recommended as an option. Clients or homestays who are using Phonebox must communicate directly with Phonebox for assistance.

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