

# HOMESTAY IN CANADA



**AGENT  
MANUAL  
2023-24**



## HOMESTAY IN CANADA

MLI Homestay offers Homestay services for international students attending Public and Private schools across Canada. Students participating in our Homestay program will have an excellent opportunity to practice and develop their English conversation skills and have a rich experience of Canadian culture and family life. We offer custodianship, homestay placement, and airport transportation services to international secondary students to make their experiences in Canada a rewarding one.

### WHY CHOOSE MLI HOMESTAY?

Homestay is an integral part of the student traveler's experience. At MLI Homestay we understand that a caring homestay is the cornerstone of ensuring a positive student experience in Canada.

**Screening:** Our stringent Screening process for family selection and monitoring ensures that the homes are safe and friendly and that the families are hosting students for the right reasons (e.g. they are excited to share their family with an international visitor and are looking to learn from that experience).

**24 hour emergency support:** We provide this support to our clients, students and hosts across Canada.

**Our families:** We consider our families as our clients too. Our team takes care to interact with hosts regularly to support them as they support the students.

In short, MLI Homestay gives you the quality you need with the customer service you require. We are always available and understand that the hosting experience is 24 hours a day and 7 days a week until the student leaves the program. We are there to support the students and the families.

### CONTACT DETAILS:

#### Main Office

Address: 415 Yonge St, Suite 1201 Toronto, Ontario M5B 2E7 Canada  
 408-197 Forester Street, North Vancouver, British Columbia V7A 0A6 Canada

Phone: +1 416-646-5400

Email: [info@mlihomestay.com](mailto:info@mlihomestay.com)

Applications: [mlihsapps@mlihomestay.com](mailto:mlihsapps@mlihomestay.com)

NEW

#### Emergency telephone

- Outside Canada or USA: +1-416-623-6215
- From Canada or USA: 1-866-388-6543





# STUDENT APPLICATION

FROM START TO FINISH

General overview of the application process

## STEP 1: INQUIRY

To inquire about availability in a specific school catchment or community, please send an email to [info@mlihomestay.com](mailto:info@mlihomestay.com) or contact your Sales contact directly.

### SPECIAL REQUESTS

Please ensure you include any allergies, special diets or other specific requirements when you are inquiring about space.

## STEP 2: APPLICATION

**DOCUMENT:** MLI Homestay Application Form  
**SEND TO:** [mlihsapps@mlihomestay.com](mailto:mlihsapps@mlihomestay.com)

### Essential information:

- Completed application with signatures
  - Copy of LOA
  - Valid passport copy
- Application should be filled in on computer, except in sections where signatures or photos are required
  - Application should be emailed to MLI Homestay - [mlihsapps@mlihomestay.com](mailto:mlihsapps@mlihomestay.com)
  - MLI Homestay will review the application and follow up with you if there are any questions or information missing.

click for APPLICATION PACKAGE

### SUPPLEMENTAL MENTAL OR PHYSICAL MEDICAL DETAILS FORM:

Any prospective student who identifies pre-existing or on-going mental, emotional or physical health issues must submit a supplemental MLI Homestay Medical Details form that provides full details, treatment plan and medications required currently and while in Canada. MLI Homestay reserves the right to impose conditions to a student's acceptance based on required support.

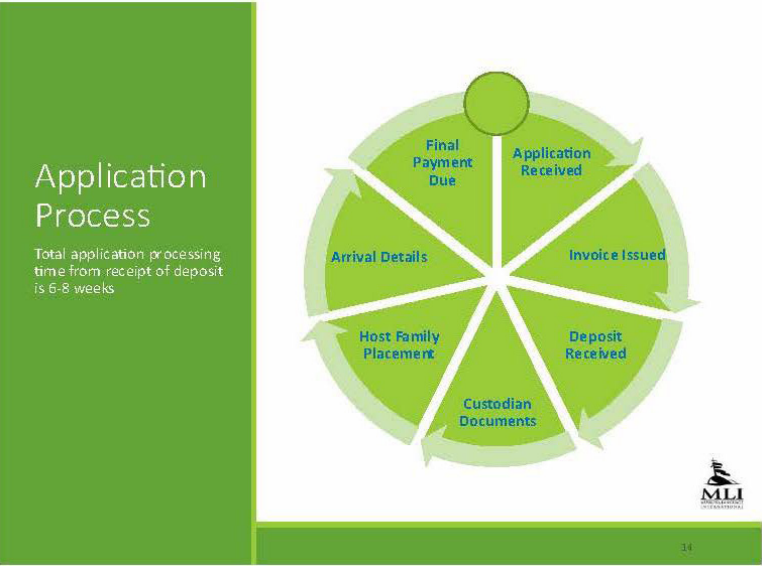
## STEP 3: ACCEPTANCE

### PROCESS FOR ACCEPTANCE:

- MLI Homestay will send email confirmation that the student has been accepted.
- Once the acceptance is firm, the student's profile will be forwarded to the homestay division. Our homestay team reviews the student's profile and matches the student to the best suited host family in that city/community

### NOTES:

- The host family is often confirmed between 3-8 weeks prior to arrival in Canada for applications received a minimum of 60 days in advance.



## STEP 4: INVOICE

**DOCUMENT:** MLI Homestay invoice

Upon receiving a completed application, the registration department will issue the full programme invoice.

### INVOICE INCLUDES: \*(non-refundable)

- Application fee\*
- Custodianship fee\*
- Accommodation fee
- Airport transfers\*
- Bank charges
- Any other requested items

Invoices are calculated on general school dates of September 1st to January 31st or June 30th. This date range is indicated on your invoice. If students arrive or depart outside of the dates indicated on your invoice, there will be additional nights charged, as the host family needs to be compensated for these additional days of hosting. Additional nights will be calculated and invoiced once flight details are provided.

## STEP 5: PAYMENTS

Be sure to arrange for prompt payment to avoid delays in applying for a study permit or entry visa.

The invoice total is split into 2 payments. The deposit is required upon receipt of the application. The final balance is then due 60 days prior to the student's arrival.

## STEP 6: ACCEPTANCE DOCUMENTS

Upon receipt of payment as shown, MLI Homestay will release the necessary documents for the student

Upon receipt of the required deposit, MLI Homestay will:

- prepare and notarize the custodian document. Once the final payment is received:
  - the host family profile will be released (once completed).
  - Pre-arrival documents will be shared one month prior to arrival and once flights are provided.

	PAYMENT REQUIRED BY:		
Deposit	<b>Required in order to begin to process the application.</b>  Upon receipt of your invoice, a deposit is required. The deposit covers the application and custodian fees and is non-refundable.  Applications will be on hold until the deposit is received. If the deposit is not received in a timely manner, the application will be cancelled.	➡	<b>Custodian Document will be prepared and sent for confirmation of information. Once the draft document is confirmed by you, the agent, the document will be sent out for notarization.</b>
Final Payment	<b>Due 60 days prior to the arrival date of the student.</b>	➡	<b>Host family confirmation.</b>



The Custodial Declaration document comes in 2 parts:

PAGE 1: Custodial Declaration - Custodianship for Minors Studying in Canada	PAGE 2: Custodianship Declaration- Parents/Guardians for Minors Studying in Canada
filled out and signed by a MLI Homestay representative, and notarized by MLI Homestay custodian.	filled out and signed by BOTH parents (if both are still living), and notarized by the natural family

Both pages are required for Study Permit.

### HOST FAMILY CONFIRMATION AND PROFILE

Approximately 3-8 weeks prior to arrival in Canada, MLI Homestay will provide the host family profile for the family selected to host the student. Our homestay team takes great care to ensure a well-suited match based on the student's profile.

#### \*\*\* IMPORTANT \*\*\*

Canada is a multicultural society, where people of all cultures and ethnicity are welcomed and form an integral part of the culture of each community. Homestay families represent the standard working and middle classes of each of their community. Families are selected based on their willingness to welcome a student into their home as a member of their family, offering shelter, meals, security, comfort...essentially everything equal to a "home away from home".

Our families come from a variety of ethnic backgrounds and domestic configurations - from couples with children, to single parents or even childless couples or single adults. Regardless of how a family appears on paper or the size of home, you can be assured that your child will be well cared for in a comfortable and safe home, where English is a language spoken among the family members.

MLI Homestay may place 2 (up to 3 in urban areas) international students together in the same home. Each student will have his/her own private bedroom, will be of the same gender and different mother language groups.

#### CHANGE OF HOMESTAY

The student is expected to be open-minded about their new family since the environment may be different from what he/she is used to. The family is expected to welcome the student into the home and treat him/her as a member of the family. Instances may arise where a change of family is requested either by the student, the natural parents or the host family directly.

MLI Homestay investigates all issues, challenges, complaints and feelings of unhappiness.

Where possible, our staff will attempt to mediate and resolve the issues. If a change of family is required, MLI Homestay will communicate the situation and keep you as the representative aware of proceedings.

***In cases where a new family is not immediately available and student health or safety is at risk, MLI Homestay will secure a temporary respite family until the move to the new host family is arranged.***

Summary of "Change of Host Family" fees:	
Family change due to valid non-suitability of host family	no charge
Family change arising from student non-compliance of MLI Homestay rules/policies and/or general misbehaviour or inappropriate behaviour	\$500 CAD
Family change on request of student or natural family without valid reason - prior to or after arrival	\$500 CAD
Family change resulting from misleading application information (ie. non-disclosure of allergies, claims of being non-smoker)	\$500 CAD

SEE PAGE 53-57	full details about homestay
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### PRE-ARRIVAL HANDBOOK

Approximately one month prior to arrival, MLI Homestay will send by email a Pre-Arrival Handbook. This book outlines what the student can expect from their experience, how schools operate and what they should bring with them.

## STEP 7: ARRIVALS

### DOCUMENT: Flight Details

#### 2023-24: RECOMMENDED ARRIVAL & DEPARTURE DATES

The following are general date guidelines. Specific school boards/districts may require a specific arrival date so students can participate in New Student Orientations.

	Semester 1	Semester 2
Class start	September 05*, 2023 (Montreal: end August, 2023)	February 01-5*, 2024
Arrival	ON & BC – Mon Aug 28 or Tue Aug 29, 2023  BC- Burnaby – Sat Aug 26 or Sun Aug 27, 2023  QC – Fri Aug 18 or Sat Aug 19, 2023  If students are not able to meet the guideline, please contact MLI Homestay before issuing the flight ticket.	MLI Homestay will inform agents and students of arrival dates according to confirmation and school start date. Students should make arrangements for arrival according to the guidelines established, allowing them to participate in the orientation.
Semester end	January 31, 2024*	June 26, 2024*
Departure date	January 31, 2024*	June 26-30, 2024*

**\*DATES ARE TENTATIVE! START AND SEMESTER END DATES WILL DIFFER IN SPECIFIC COMMUNITIES OR SCHOOLS AND ARE ESTIMATE DATES ONLY. IT IS YOUR RESPONSIBILITY TO CONFIRM DATES WITH THE SCHOOL BOARD YOUR STUDENT IS ATTENDING.**

### FLIGHT DETAILS

Flight details must be submitted **no later than 4 weeks prior to arrival** to ensure that each student is met and safely guided to their home community or school.

- For September start = August 01
- For February start = December 15 to account for winter holiday office closures

#### ALL FLIGHTS MUST ARRIVE INTO AND DEPART FROM THE ALLOCATED GATEWAY AIRPORT

**ARRIVAL DATE:** Arrival flights should be scheduled for the dates advised (unless otherwise informed by MLI Homestay).

### ALTERNATE GATEWAY AIRPORTS:

If the flight is scheduled to arrive at a different airport than is listed for their community, MLI Homestay may be able to arrange the transfer with additional supplementary costs. Costs and ability to transfer the student will be confirmed/quoted once airport is known.

! Travel on December 24, 25, 26 or December 31 and January 1 cannot be supported by MLI Homestay. We cannot ask staff or host families to arrange airport transfers or airport support during these holiday dates.

### ! FLIGHTS MUST NOT BE PURCHASED BEFORE ABOVE CONFIRMATION IS PROVIDED BY MLI HOMESTAY

### ACCEPTABLE FLIGHT TIMES:

Flights **MUST** be arranged during the following times:

ARRIVAL (if not attending Orientation)	after 8am and before 9pm (this allows sufficient time for transfers after what could be lengthy wait times for luggage retrieval and immigration)
DEPARTURES	after 10am, before 11pm (except if departing as a UM. See below)
Supplement if outside these times	\$250 CAD per flight segment outside of these times

- Extra costs may also be incurred if the flight is delayed or canceled to cover additional supervision or overnight expenses

### UM (UNACCOMPANIED MINOR) SUPPLEMENT

For students **ARRIVING** or **DEPARTING** to Canada with UM Service, a service fee of \$250 will be to compensate the host family or designated staff for the requirement of this extra service. This service fee is separate from the fees charged by the airline..

### FLIGHT TIME RESTRICTIONS for students departing as UM

UM DEPARTURES	after 10am, and before 9pm
Base UM Supplement	\$250 CAD NET on Departure flight only
Extra UM Supplement	+\$100 CAD NET if flight is outside of prescribed timeframe.

**DEPARTURE DATE:** Students may depart from the programme anytime between the end of their final exam and the semester end, following the dates shown above.

Extra costs may also be incurred if the flight is delayed or canceled to cover additional supervision or overnight expenses.



EXTRA DAYS:

In the event that the student requests to arrive earlier or depart later than the dates listed on your invoice, there will be extra days invoiced. A respite family (an alternate family) may be enlisted to support the request if the intended host family is unavailable on the dates requested.

Extra night rates vary by community and are available on the MLI Homestay rate sheets.

Insurance must also be purchased to cover these additional days.

AIRPORT TRANSFERS:

Airport transfers are mandatory for our minor students. Upon arrival in Canada, the MLI Homestay custodian assumes legal responsibility for the student. For this reason, we must be responsible for ensuring the student arrives safely to their host family.

MLI Homestay does not provide transfers for accompanying family members travelling with the student.

Our transfers are to/from the local airport only. We do not facilitate any changes due to students travelling with family.

The Registration team will send out transfer details to be shared with the student 48-72 hours prior to the student’s arrival date.

We discourage natural parents from accompanying their child to their homestay. In our experience when natural parents arrive with their child, it can be awkward. It is important to remember that the host family is also a little nervous to meet their student. Welcoming a student is very different than welcoming the student along with their family and this can create different expectations for the host family.

We do not provide refunds for unused transfers.

- It is the responsibility of each student to locate their transfer upon entering into the arrivals hall.
- Participants must be able to manage their own luggage and should pack accordingly.

RETRIEVING BAGGAGE

After students have passed Immigration they continue to the BAGGAGE area to retrieve ALL their luggage.

If the luggage is missing or damaged, the student must submit a Lost Baggage Claim before leaving this area. Airport personnel can assist. Students should provide

- Host Family address & phone number

MODE OF TRANSPORTATION TO HOST FAMILY HOME:

Students will either take a hired private car, a shuttle car with several students, or the host family will personally meet the student and drive to the home.

COMMUNITY WELCOME SESSION: VIRTUAL

Within the first 2-3 weeks after arrival, the Student Care Team will arrange a Virtual Welcome Session for all new students to cover a basic outline of the community, programme expectations and any questions students may have.



## CUSTODIANSHIP & MONITORING SERVICES

The well-being and success of each student is the top priority for MLI Homestay.

**MLI Homestay does not provide homestay accommodation or custodial services separately.**

### THE CUSTODIANSHIP INCLUDES THE FOLLOWING:

- MLI Preparation of notarized IRCC (Immigration, Refugees and Citizenship Canada) documents to be used for Study Permit and Visa application.
- Attending School Boards Orientation/Registration (if custodian only presence is required by School Board) with the student at the beginning of stay in Canada.
- Either in-person or virtual video calls with students within a week from their arrival to welcome them to community and exchange contact info and method of future communications and responding to any potential questions students might have upon their arrival to communities.
- Monthly check-ins with student (one in person, others virtually).Twice per semester agents will receive a formal update.
- Support of student, host family issues / concerns, cultural settlement issues, and settling at school if requested by either student or school staff as needed. Agent partners / natural parents will support academic needs of students in relation with School Board partners.
- MLI homestay will provide emergency support 24/7 via emergency line. Custodians will get involved in emergency case and will provide support with the assistance of MLI Homestay head offices. They are the main point of contact for students. In case of emergency, students must reach out to the MLI Homestay Emergency Line asking for help.

Please note that the Custodian is not responsible for the following:

- Take students shopping or to open bank accounts.
- Provide tour of the city or neighbourhood.\*
- Purchase cell phones phone cards, calling cards and setup home internet.
- Teach students how to ride the city’s public transit .\*
- Pick up and drop off student at the school or attend school orientation (Unless required by School Board).\*
- Sign any contracts associated with rentals, cell phones, banks, money loans, etc.
- Attend doctor visits with the student.
- Attend hospital for non-emergency situations in lieu of waiting for doctor appointment.

(\* we ask the host family to assist the student with School Board Orientation when parent or custodian presence is required.)

MLI Homestay requires that both students and parents sign the Participation Agreement. This confirms agreement to MLI Homestay standards and conditions. If these terms are not met, custodianship may be void.

***The custodianship will be terminated if the student is no longer participating in our Homestay programme.***



## OUR SUPPORT MODEL



SALES	REGISTRATION	STUDENT CARE SUPERVISOR	STUDENT CARE - LOCAL COORDINATOR / CUSTODIAN
	Pre-Arrival	After-Arrival	After-Arrival
Inquiries	Applications	Communication with agent for any concerns / issues (Student Care Supervisor)	Monitoring (LC)
Availability checks	Invoicing		
School Board Liason	Payments	Provide 'in-Canada' support to the student and agent (all)	Provide 'in-Canada' support to the student and agent (all)
Agency Relations	Required paperwork		
Partnership Growth	Arrival Information	Departure information (Student Care Supervisor)	Ensures student is safe and thriving in the ir home and community (Custodian)
Agents Training / Webinars	Host Family Profiles		
	Custodian documents	Liase with the school board for any student issues (Student Care Supervisor, Manager)	Departure information (Student Care Supervisor)
	Extensions		
			Student Reports (Custodian)
			24/7 Emergency support as required (Custodian)

### CARE AND SUPPORT STAFF

Care and support of students is paramount to the overall success of the student experience. At MLI Homestay, we take a team approach to ensuring that each student has the right support available, through both Head Office staff and local community coordinators



#### LOCAL COORDINATOR Also known as the “LC”

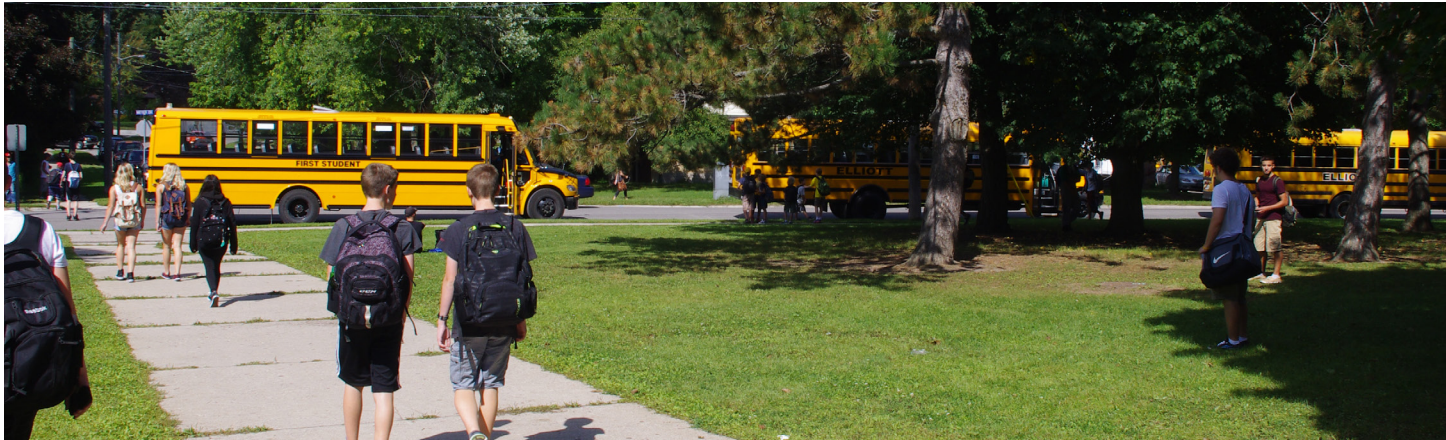
<b>Based in:</b>	Each of the cities/towns where MLI Homestay place students (or general region)
<b>Languages:</b>	LCs typically speak only English and/or sometimes French. LCs typically won't speak the first language of the student.
<b>Role:</b>	Monitors the social and homestay integration of the student in their city/region, on a regular basis
<b>Communication:</b>	First point of contact for the <b>student</b> . Communicates with and updates the Student Care Supervisor at head office



#### STUDENT CARE SUPERVISOR Also known as the “SCS”

<b>Based in:</b>	Either Toronto or North Vancouver Head Office
<b>Languages:</b>	English (some SCS may have other languages)
<b>Role:</b>	Manages the overall experience success by liaising regularly with the LC. Will ensure students have correct timetables, help mediate conflict resolutions with LC. The following are additional fees.
<b>Communication:</b>	First point of contact for the <b>agent/representative</b> . Receives updates from the LC, and communicates with the agent/representative.





FEES & EXPENSES  
PAYMENTS & CANCELLATIONS

The information in this section is a reference and outline of the fees and expenses related to our homestay and custodianship service.

RATE CARDS

MLI Homestay provides all agent partners with rate outlines for each new Canadian school year.

Rates are provided as either:  
**\$CAD NET**, with no agent commission included

- OR -

**\$CAD GROSS**, which includes a 10% agent commission on the Accommodation Fee only.

Agents who wish to collect a commission must have a signed agent agreement with MLI Homestay.

It is the responsibility of the agent to advise the registration team if they wish their invoice to be net or gross. All invoices are net unless otherwise noted.

POSSIBLE ADDITIONAL FEES

The following are additional fees issued by MLI Homestay .

	All rates in \$CAD NET
<b>Elementary level supplement</b> <ul style="list-style-type: none"><li>for students aged 13 and under</li></ul>	<u>Ontario &amp; Quebec:</u> per month: \$150  <u>Alberta &amp; BC:</u> per month: \$300
<b>Special Dietary Requirements</b> <ul style="list-style-type: none"><li><b>Vegetarian, Pescetarian, Gluten-free, Lactose-Free</b>, or any diet that requires a host family to regularly purchase specialized food items for the participant</li><li><b>Vegan, Kosher or Halal</b> - only possible in select locations</li></ul>	<u>Ontario &amp; Quebec:</u> per month: \$200  <u>Alberta &amp; BC:</u> per month: \$300

<b>Specialized sport or Activity Fee</b> <ul style="list-style-type: none"><li>For students who enroll in a school or community-level sport or other activity that will require the host family to take on a very active support role - beyond the normal requirements of the programme. This may include attending practice/ games, early morning or very late transportation requests, out-of-town tournaments, etc. MLI Homestay will assess each situation and the related requirements from the host family.</li></ul>	per month: \$100 (or more)
<b>Extra days at homestay</b> <ul style="list-style-type: none"><li>Early arrival or late departure; with prior consent from MLI Homestay</li></ul>	Please refer to the rate card for the community extra night charge
<b>UM (Unaccompanied Minor)</b>	\$350 CAD

ADDITIONAL SERVICES AVAILABLE TO STUDENTS

The following outlines additional MLI Homestay services available to students during their school year. Additional costs apply as required. Students must contact their designated MLI Homestay coordinator to arrange any additional services. The coordinator will confirm service with Representative prior to commencement of service. These services are invoiced to the representative.

	All rates in \$CAD NET
Airport Transfers <ul style="list-style-type: none"><li>outside of those included in programme</li></ul>	cost depends on distance. Contact us for quote
Luggage Storage over summer (without student)	Starting at per month: \$100

CHANGE OF HOMESTAY FEES:

	All rates in \$CAD NET
Family change due to valid non-suitability of host family	no charge
Family change arising from student non-compliance of MLI Homestay rules/ policies and/or general misbehaviour or inappropriate behaviour	\$500
Family change on insistence of student or natural family without valid reason	\$500
Family change resulting from misleading application information (ie. non-disclosure of allergies, claims of being non-smoker)	\$500

Extensions

-agent is to notify their Student Care Supervisor of this extension and an MLI Homestay Extension form needs to be completed.

-there is a \$200 extension fee

-Students can not continue in homestay without insurance or attending any program during the summer (July and August)

PAYMENT OUTLINE

DEPOSIT	<p><b>Required upon receipt of invoice.</b></p> <p>Upon acceptance of the application, MLI Homestay will provide an invoice for the service. A deposit is required to begin to process the application. The deposit is due within 7 days of receipt of the invoice.</p> <p>The deposit is equal to the application fee and the custodian fee, both of which are non-refundable.</p> <p>If the deposit is not received by the due date, the application will be cancelled.</p>	<p><b>Documents received following payment:</b></p> <p>Custodian document will be prepared and a draft will be sent to the agent for confirmation. Once the confirmation is received, the document will be sent out for notarizing.</p>
BALANCE OF FEES	<p>Required 60 days prior to the student’s arrival to Canada</p>	<p><b>Documents received following payment:</b></p> <p>Host Family Match</p>

PAYMENTS

Payments may be made in the form of Bank Transfer, International Money Order, Bank Draft or credit card.

IMPORTANT

- Payment details must include your company name as well as the invoice number(s) or the name of the participant(s)
- All applicable bank charges incurred at the transmitting bank are the responsibility of the sender

Canadian International Student Services Inc.	
415 Yonge St, Suite 1201 Toronto, Ontario Canada M5B 2E7	
Canadian \$ Payments	
TD Canada Trust Bank 2 St. Clair Avenue East Toronto, Ontario, CANADA M4T 2V4	Swift code: TDOMCATTTOR Transit #: 19682 Account #: 0617-5331983
Credit Card Payment	
Contact our payment partner, Northstar Currency www.northstarcurrency.com/mlihomestay.	

TAXES

All rates have been calculated based on information available as of September 2022. Should changes to the tax structure occur, rates will be adjusted accordingly. All affected agents will be notified and will be expected to revise their published rates. MLI Homestay will require compensation, which reflects the adjusted rates.

Please note that the Canadian Federal Goods and Services Tax (GST), Harmonized Sales Tax (HST) and applicable provincial taxes are included in all Canadian programme pricing. All tax rebates and exemptions have also been calculated in our pricing as per new and current government legislation. Therefore, no further rebates are available to programme participants.

*This information is correct as of the time of printing. However, we will advise of any changes to the GST, HST and provincial tax legislation should they occur.*

CANCELLATION POLICY

Cancellation of a programme must be sent in writing to MLI Homestay. Cancellation penalties are dependent upon timing of cancellation as described below.

<https://www.mlihomestay.com/payments-and-refunds-policy/>

There is a \$200 cancellation fee applied to all cancellations and refunds.

Students who leave the MLI Homestay programme but still remain in Canada, MUST submit NEW notarized custodian documents (pages 1 & 2), along with the release form to finalize the cancellation process.

2024-25 Cancellation Penalties

Up to 60 days prior to arrival	REFUND: granted a refund, less the non-refundable Service Fees (Placement and Custodian fees)	AFTER ARRIVAL	<ol style="list-style-type: none"><li>1. In the event of being required to leave the program because of failure to obey program rules, a breach of law, policy or regulation determined by MLI Homestay, the governing legal authorities, and the school/ school board (if applicable) no refund is provided.</li><li>2. Long-term participants who have pre-booked and pre-paid a long-term stay (more than 8 weeks) and decide to cancel MLI Homestay services after arrival are required to give a 2-month notice period. The request must be made in writing. The first semester is non-refundable plus the non-refundable Service Fees (Placement and Custodian fees).</li><li>3. Short-term participants (8 weeks or less) who decide to cancel MLI Homestay services after arrival are not eligible for any refunds.</li><li>4. In the case of extenuating circumstances or medical issues that result in cancellation of all or part of the reserved MLI Homestay services, supporting documentation from a medical professional or other authoritative body will be requested at the time of refund request.</li><li>5. All refund requests will be reviewed. Refunds will be made on a case by case basis.</li><li>6. Relocation to a new host family will result in a relocation service fee charged to the participant</li></ol>
Between 59-30 days prior to arrival	REFUND:  Granted a refund, less 2 months of accommodation fees plus the non-refundable Service Fees (Placement and Custodian fees).		
Between 7 – 29 days prior to arrival	Granted a refund, less 3 months of accommodation fees plus the non-refundable Service Fees (Placement and Custodian fees).		
0-6 days prior to arrival	ALL fees are non-refundable:		
SPECIAL: Denial of Study Permit or TRV  <i>(official letter/ notification from the Canadian Visa office must accompany request to cancel for this reason)</i>	PENALTY: \$250 CAD application fee is non-refundable. Remainder of fees paid will be refunded.		
SPECIAL Postponement	Requests to postpone the application to a subsequent semester or school year without/with minimal penalties. - will be assessed on a case-by-case basis.		





# ACCOMMODATION HOMESTAY

## HOMESTAY

Host families are carefully selected by MLI Homestay in adherence with stringent homestay guidelines. Hosts interested in participating for a full academic year go through a lengthy interview process and all homes must meet our homestay standards. MLI Homestay does not discriminate based on size of house, but rather on cleanliness and general amenities available for the student as well as the hospitality of the family.

### Hosts:

- MLI Homestay Host families must have a sincere desire to welcome a student into their home as a member of their family.
- Canada is a multicultural country and as such, host families come from a variety of ethnic backgrounds. English, however, is the primary language spoken in the home (or French if requested, in areas where this is possible)
  - Most families are from a typical middle class demographic, with one or both parents working during the day. A stay-at-home parent is not typical.
  - **Students and their natural parent(s) should anticipate that they may not be placed in the stereotypical family of a mother, father, children, and a pet.**
  - MLI Homestay enlists suitable single parent, retired, as well as childless couples as hosts. MLI Homestay will provide a comprehensive profile of the selected host family in advance of the student's arrival

**! IMPORTANT: CLIENTS should not expect to choose from a selection of families offered. We urge clients to be open-minded a not have a pre-conceived idea of what the family will be like. MLI Homestay provides only 1 host family profile - this is the best match available.**

### Requirements to be a host family

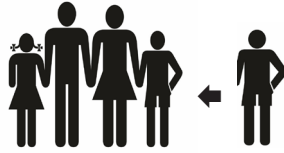




MLI Homestay screens, interviews and constantly monitors host families to ensure top quality care, safety and comfort for each student. Host families must be willing to provide the care and nurturing that a teen student requires, not just scholastically, but also socially and culturally. An English- speaking home environment (or French where required) is critical to ensuring students see an increase in their linguistic fluency. Families are encouraged to include the student in their daily activities. For an international student, he or she will become a member of their new Canadian family. Building this special relationship requires a openness by both the student and the host family

### Reasons our families decide to be a host

Families choose to host for a wide variety of reasons. Many are proud of their community and want to share this with newcomers or find hosting to be an ideal way for their own children to know more about the world through having international students. Others have grown children and see this as an opportunity to continue to be parents.









## FAMILIES

MLI Homestay considers ALL of the following family compositions to be acceptable hosts for students, provided they meet the hosting criteria.

 <p>"nuclear family" (mother, father, children) or "blended family" (second marriage with children from previous marriage who may or may not live full time in the home)</p>	 <p>single parent with child/ children living in the home</p>	 <p>couples with no natural children or "empty nesters" - couples or singles who have older/ grown children no longer in the home</p>	 <p>single adult retired or working with no children in the home.</p> <p>Single hosts will often have extended family that is an active part of their lives.</p>	 <p>Same-sex couples - with or without children in the home</p> <p><i>NOTE: MLI Homestay acknowledges that same-sex couples may not be as accepted globally as they are in Canada. Please discuss with us any challenges such a placement may present to your client.</i></p>
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## HOMES:

A stringent criteria of a host a family is their ability to provide a **clean, safe and nurturing home environment**. In Canada, families live in a variety of home styles. The style of homes in each community may vary. Below is a legend of some of the more common house types among the MLI Homestay host families:

 <p><b>Detached Home</b> (Typical Suburban)</p> <p>Single family home, multi-storey, not attached on either side</p>	 <p><b>Detached Home</b> (Typical Urban)</p> <p>Single family home, multi-storey, not attached on either side</p>	 <p><b>Bungalow</b></p> <p>Single family home, single level, not attached on either side</p>	 <p><b>Townhomes or Rowhouses</b></p> <p>Single family homes, single or multi-level attached in a row</p>
 <p><b>Semi-detached</b></p> <p>Single family homes, single or multi-level, sharing one interior wall</p>	 <p><b>Duplex / Apartment</b></p> <p>Low-rise building with two or more separate units <u>Very common</u> in larger cities, especially Montreal</p>	 <p><b>Apartment / Condo</b></p> <p>Building with several storeys and several units. Both are similar; Condo unit are typically owned by the resident vs rented from a single apartment landlord</p>	 <p><b>Farmhouse</b></p> <p>Detached home or bungalow situated on a farm setting. The student's school, however, may be in a more urban location. School bussing is common</p>

Homes

Homes in Canada vary in size and composition. All homes are inspected for cleanliness and a nurturing home environment. Cleaning of a home is the responsibility of all family members, as working and middle class families in Canada do not typically employ a housekeeper. **Students must expect to assist with chores** (ie. Keeping bedroom tidy, cleaning kitchen after meals etc).

In general, homes in large urban cities are typically smaller (or are apartments) as the density of the city requires smaller residential land plots. Larger homes are more often found in the suburban areas or smaller towns, where more available land allows for larger homes.

A typical home in Canada includes:

Bedrooms	Bedrooms for all family members. Each student will have a private room that includes a bed, dresser and closet. If there is space, the bedroom may also have a desk. Otherwise, a desk/quiet study area is available to the student in another area of the home.
Bathrooms	1-2 full bathrooms that include a toilet, sink, shower or bathtub/shower combination. Bathrooms are typically shared by family members. <b>Students should not expect a private bathroom, and must respect this as shared space.</b>
Kitchen	Kitchen for cooking, and if large enough may include an eating area.
Dining	Dining rooms are for family meals. Not all homes have a separate dining room- this may be incorporated into a larger kitchen.
Entertaining	Living rooms are for family gatherings or guests when they visit. This room may include a TV or other entertainment units. Larger homes may also have a family room or “rec” room that holds the main or secondary TV and other entertainment. If a home has both, the rec room is often where the kids play or watch TV, leaving the living room for more formal use.
Basement	Basements in most Canadian homes are finished and considered a livable part of the house (not to be confused with a cellar). Living rooms or rec rooms are often in the basement.
Laundry room	Laundry rooms have a washing machine and dryer. Some families may hang laundry outside to dry. Each host family will advise the laundry schedule, who is responsible for the laundry and how to use the machines.
Backyard	Backyards range from small to large, and are typically used in warmer weather for outdoor entertaining, including BBQ dinners and activities.

Frontyard	Frontyards (and backyards) are often landscaped with grass and small gardens. Mowing the grass is the responsibly of the homeowner, and may be a chore of the children (or student).
Wi-Fi/ Internet	While not a mandatory requirement for host families, most host families have internet access in their home, but plans, speed, bandwidth and limits will vary based on their location. Students must discuss usage policy prior to simply using the Wi-Fi in the home.
Heating	All Canadian homes have heating in every room used by the family. Homes are kept at a comfortable temperature throughout the winter and cooler months. Heating may be centrally circulated, electric baseboard or water rads.
Cooling	Most homes are equipped with air cooling systems, used mainly during the summer months. Air cooling may be centrally circulated, window units in individual rooms or split system units. If the climate in a particular area (especially in British Columbia) offers cool air flow, homes may not have air cooling systems.

What is provided:

Hosts provide students with:

- family interaction and personal support
- a private bedroom, with a bed, closet/dresser/wardrobe, a desk or workspace (in bedroom or in a quiet area of the house)
- clean towels and bed linens
- three (3) meals daily (including a packed lunch on school days)
- laundry facilities (host parents may require student to do own laundry using the family facilities)

Host families are located within a reasonable distance of the respective school - no more than 45 minutes by transit (in major urban cities, the commute time may be as high as 60 minutes on transit). The means of daily transportation to/from the school depends on the circumstance and may include public transportation, a school bus or walking. School busing, if available, is only provided to students living a certain distance from the school, but still within the catchment area. The distance may vary by community, and is typically around 3.2 km. School boards do not deem a distance of 30-40 minutes walking to be a hardship.

! **Hosting families may also have children attending the same school, but this is never a guarantee and must NOT be guaranteed to the client.**

! **Clients must not have the expectation of same-age host siblings**

STUDENT CRITERIA FOR HOST FAMILY MATCH

<b>MOST IMPORTANT:</b>	<ul style="list-style-type: none"><li>• Allergies to pets or other medical needs</li><li>• Dietary needs /restrictions</li><li>• School district - most school placements are determined by the residential address of the host. The more narrow the school choice, the more narrow the group of possible hosts</li><li>• Student personality/profile</li></ul>
<b>WILL CONSIDER BUT CANNOT GUARANTEE</b> Is NOT a valid reason to move a student:	<ul style="list-style-type: none"><li>• Preference of having another international student in the home</li><li>• Preference of host sibling</li><li>• Hosts with same activity interests as the student</li><li>• Religious affiliations that match the student (where possible)</li></ul>
<b>MAY BE IMPORTANT FOR THE CLIENT, BUT IS NOT A STRONG CONSIDERATION FOR CISS MLI WHEN MAKING A PLACEMENT</b> Is NOT a valid reason to move a student:	<ul style="list-style-type: none"><li>• Distance from school</li><li>• Size or outside appearance of the home</li><li>• Shared vs private bathroom</li><li>• Composition of the family</li></ul>
<b>IS CONSIDERED DISCRIMINATORY; HOSTS CANNOT BE REJECTED ON THIS BASIS</b> Is NOT a valid reason to move a student:	<ul style="list-style-type: none"><li>• Ethnic background / skin colour</li><li>• Religious affiliations</li></ul>

Expectations:

- Host families are expected to include the student in their daily family life and make the student feel like a member of the family
- It is not a realistic expectation that families spend all their time with the student, but families are encouraged to interact with the student on a daily basis, especially during meals
- The student is also expected to interact with the family, and to do his or her best to become a part of the family, not treat the family as a hotel
- Students should assist with small household chores, keeping his or her room tidy and taking meals with the family - especially dinner and weekend meals
- Students are expected to respect all rules and customs of the host family
- Bathroom facilities are typically shared by other family members. Clients/students should NOT expect to have a bathroom attached to their bedroom or for their own personal use. **If the student does have a private bathroom, the student is responsible for cleaning it.**

Students in homestay are guaranteed:

- A friendly, welcoming family who treats the student as a member of the family
- A clean and well functioning home
- A private bedroom with a bed, dresser, closet and work space (may be in a different part of the home)
- 3 meals daily (including a packed lunch on school days)

Students in homestay are expected to:

- Treat their host family with respect and act as a member of the family
- Obey the family rules, especially with respect to curfew
- Keep their room and living space tidy and voluntarily help with reasonable household chores
- Respect the host family's privacy
- Respect cultural differences

Meals:

- 3 meals daily are provided by the host family
- Meals should be eaten together as a family when possible - especially dinner.
- **Meals are always provided but not necessarily served!** Students may need to make some meals for themselves, with food provided by the family (for example: breakfast or lunch)
- Snacks are typically also available to the student. Students should always discuss snack options with their family

Hosting Limitations

Families may host more than one international student per school year. MLI Homestay policy dictates that in this case, the students will be the same sex, will each have their own private bedroom and be of a different nationality or language group.

! **MLI Homestay standard policy is no more than 2 international students per home. However, hosts may be permitted up to 3 international students in large, urban areas.**



## CHANGING FAMILIES

Host families are selected based on student’s interests and requests (when possible) as per the outline on previous page. The student and his/her natural parents are expected to be OPEN-MINDED about the host family since the environment may be different from what is in their own home. The host family is expected to welcome the student into their home and treat him/her as a member of the family.

### If problems arise:

The Local Community Coordinator (with input from the SCS) will discuss the problem with the student and host family in hopes of finding a mutually agreeable solution. Both the student and host family are expected to do their best to work out a solution. If a solution is not possible and the problem is significant enough to cause friction and/or bad feelings, MLI Homestay will move the student to a new family.

### Situations:

Summary of “Change of Host Family” fees:	
1. Family change due to valid non-suitability of host family	no charge
2. Family change arising from student non-compliance of MLI Homestay rules/policies and/or general misbehaviour or inappropriate behaviour	\$500 CAD
3. Family change on request of student or natural family without valid reason	\$500 CAD
4. Family change resulting from misleading application information (ie. non-disclosure of allergies, claims of being non-smoker)	\$500 CAD

### 1. Host Family Non-compliance/Non-suitability:

Student requests to move as a result of the host family’s non-compliance with programme expectations or non-suitability due to an overlooked allergy or dietary issue (when advised on application form!), family strife, severe uncleanliness or other issues that create an unwelcoming atmosphere for the student. All move requests **will be investigated by MLI Homestay and its local coordinators.** Should **MLI Homestay** deem the family or student-family relationship to be validly unsuitable, a new host family will be secured **at no additional costs.**

A move to a new host family is typically facilitated ideally **within 2 weeks** (or as soon as a new host is secured) after the decision is mutually agreed upon by MLI Homestay, the representative and the natural parents. We ask the natural parents and the student to be patient while MLI Homestay arranges the new family and move date.

! **In cases where the student’s health or safety is at risk the move will be expedited. MLI Homestay may secure an immediate temporary respite family until the move to the new permanent host family is arranged.**

### 2. Student Behaviour resulting in a Host Family Change:

If a host family change is required or requested by the host family or MLI Homestay as a result of student non-compliance with MLI Homestay rules/policies and/or general misbehaviour or inappropriate behaviour, a fee of **\$500 CAD** will be charged, in addition to any unpaid expenses owing to the family.

Examples of behaviours that may warrant a new family:

- rudeness, disrespect, discourteous behaviour or harassment of any kind toward any member of the family
- inability to comply with family rules/routines
- aggression
- continual behavioural issues in home or school

! **Should a student continue to display the same behaviours in a second family, this may result in dismissal from the programme.**

All situations are assessed on a case-by-case basis with regular communication with the student’s representative in their home country.

**3. Non-Valid insistence on a Host Family change:** Students insisting to move with no apparent problem or just cause will be charged **\$500 CAD** and will be responsible for any unpaid expenses owing to the family.

MLI Homestay does not consider ethnic, cultural or social structure of the family, composition of the family, size of home, size of bedroom, decorating tastes, shared bathrooms, distance from school, or desire to be closer to a friend as valid reasons for requesting a move to a new family.

### 4. Student misrepresentation on application

In cases where a change of host family is required because the student misrepresented him or herself on the application form, a \$500 CAD fee will be charged for the host family change, in addition to any unpaid expenses owing to the family. This applies once the student has already arrived in Canada. MLI Homestay strongly urges that the host family profile be fully reviewed prior to arrival.

Examples of misrepresentation include:

- stating that the student is a non-smoker resulting in the placement with a non-smoking family, when in reality the student does smoke and the family will not permit it.
- failure to inform of pet or other allergies resulting a placement with a family that owns a pet, then asking to change because of the pet



## BANKING & STUDENT ACCOUNTS

Students should be prepared to monitor their personal spending.

### STUDENTS LIVING IN HOMESTAY

Students living in a homestay are responsible for maintaining their own personal spending.

#### Debit cards/Bank cards

Canadian banks promote use of Automated Tellers (ATMs), which accept international banking cards. Provided the bank card from the home country operates on INTERAC, Cirrus and Maestro, or PLUS, students should be able to withdraw Canadian funds directly from their own bank account back home (service fees will apply per transaction).

#### Opening a Canadian Bank account

Many students opt to open a new bank account in Canada. This will allow the natural parents to maintain funds, and students will have a Canadian bank card/debit card, which will allow them to withdraw money as needed, from any instant teller/ATM with lower or no service fees and pay for most items and food while in Canada using Point-of-Purchase or contactless pay methods.

#### Direct Debit/ Point-of-Purchase Payment

Nearly all stores, shops and restaurants in Canada offer a Point-of-Purchase payment option - Direct Debit or Contactless Tap- using a bank card or mobile phone (Apple Pay, Google Pay, Samsung Pay etc). Some service fees may apply.

NOTE: International credit or debit cards may not work with the contactless tap method. Students have often opened a Canadian account to facilitate this feature and ensure that their card or pay method always works.

#### Credit Cards

A credit card is recommended for larger purchases or in emergency/medical situations. If parents have the option to arrange for a supplementary card or “top-up” Visa card, this is a great way for them to be able to help their child manage their funds.

! **A credit card is mandatory for any student who arranged medical insurance in their home country, as most hospitals/clinics will not process international insurance at time of incident.**

Many students arrange web-based accounts in their home country and manage their finances using credit and debit from home. We recommend natural parents review their banking options before departing for Canada, to ensure that cards will work while their child is on the programme.

### BUDGETING

Natural parents must set a budget and discuss financial accountability with their child. Host families can help students understand Canadian pricing and taxes but cannot be tasked with maintaining a budget for the student. If the student’s spending becomes greater than the budget set by their natural parents, the LC for the student can have a discussion with the student, but we expect that the natural parents be vigilant and remind their child of the spending limits.

MLI Homestay recommends an average budget of \$200-\$300 CAD per month be a guideline to allow students to pay for public transit, entertainment and personal shopping.





# TRAVELLING AND PERSONAL SAFETY

The following are MLI Homestay guidelines for student travel and safety while on a High School Programme.

## TRAVELLING WITHIN OR OUTSIDE CANADA - WITH HOST FAMILY OR SCHOOL

Travel is permitted with the student’s host family or school
Travel with host family must be planned during school breaks or weekends only
 <b>MLI Homestay Travel Policy</b>

All requests for travel outside of local community follow the guidelines for our MLI Homestay Travel Policy. All trips must be communicated by the student to their local coordinator or Student Care Supervisor. Travel requests that include overnight stays or more extensive travel outside of community will be sent to representative for natural parental approval. Localized travel will be approved by the host family or by MLI Homestay.

MLI Homestay does not permit students to travel alone outside of their community. Even within their community, we strongly recommend that students are always with friends or their host family. While Canada is a safe country, individual travellers are more at risk than a group of students.

**Any trips with an overnight outside of the host family home MUST include supervision by a responsible adult over the age of 25.** MLI Homestay does not condone or permit a student to arrange a hotel stay on their own or with a group of friends.

Parents must be aware that students travelling across international borders on a school, MLI Homestay, or host family trip, do so at their own risk. MLI Homestay will always require written parental consent prior to the student’s travel. Students should consider obtaining the appropriate visa(s) or permits for countries they wish to travel in or through (i.e. USA), prior to arrival in Canada for the year.

! MLI Homestay reserves the right of refusal for any trips that do not follow proper protocol, seem unsafe or do not have appropriate supervision.

## NATURAL PARENTAL VISITS TO CANADA

Recommended at the END of the student’s programme
Not recommended at the start of the programme

MLI Homestay recognizes that natural parents may wish to arrange a trip to Canada to visit with their child while he/she is on programme. MLI Homestay recommends that the parent(s) plan to visit Canada at the END of their child’s programme.

We recognize that parents who travel with their child to Canada at the start of the programme come with best intentions of settling-in their child. In our experience, however, protective parents can be overly critical of the placement location or host family, resulting in a negative first impression on the part of the student. **Students who embark on this programme independently are able to formulate their own first impressions and forge their bond with the host family more quickly, resulting in a much more successful experience.**

Parental/family visits during the programme often result in homesickness once the natural parents leave, and may disrupt the natural rhythm established by the student, the host family and the school. Arranging the visit at the end allows the student to finish their independent programme and then become the “tour guide” for the parents, showcasing all the highlights of their stay. **Kindly ask natural parents to plan any visits to Canada for the end of the student’s stay.**

## RETURNING HOME DURING BREAKS

Flights must be arranged by the student’s natural family or by the representative, and must adhere to the holiday break schedule AND to the dates prescribed by MLI Homestayl. Students may not miss or reschedule tests, assignments or exams due to flight arrangements.

Additional charges for airport transfer assistance will apply as these transfers are outside of the included arrival/departure inclusions.

- **Departures should be scheduled on December 22, 2023 between 10am and 9pm**
- **Return to Canada must be scheduled between January 2-5, 2024 between 8am and 10pm**

! **BLACK OUT DATES!** Travel on December 24, 25, 26 or December 31 and January 1 cannot be supported by MLI Homestay. We cannot ask staff or host families to arrange airport transfers or airport support during these holiday dates.

FYI

- **In our experience, returning home for a short-break (ie. Christmas/Winter, Spring break) can reverse much of the cultural adaptation that students have already achieved during their time in Canada. We find that after a return home, it is common for students to revert to the start of their adaptation path. Many students become homesick once again, and it takes them a longer time to re-adjust. This is especially dangerous after the winter holiday with final semester exams at the end of January.**
- **We strongly encourage students to remain in Canada – to experience the Canadian “Christmas” traditions and to consider their year in Canada to be a full immersion.**

## SCHOOL TRIPS

Schools often offer trips for students in select classes, sports or extra-curricular activities (i.e. school band, debating club, sports tournament, charity work). The school will provide a full outline of the trip itinerary, chaperones and costs. A day trip within the student’s community can be approved by the MLI coordinator. Any trips of a longer duration that include travel outside of community, province or Canada will require approval of the natural parents.

## MLI HOMESTAY ARRANGED TRIPS

MLI Homestay offices in Toronto and North Vancouver organize trips and events for students throughout the school year. Trips are designed and operated by a 3rd party tour operating company, which includes supervision. A full list of proposed trips (and costs) is available upon request, and provided to the student at various times in the school year. Participation is voluntary, and CISS MLI requires the student’s notice of participation by the deadline designated for each trip as **trips will operate only if enough students participate.**

### Examples of Trips offered in 2022-23

British Columbia & Alberta students	ESTIMATED COSTS
4-day Rockies Spring tour (March)	\$800 CAD
5-day Quebec City tour (March) (flight to ON or QC departure point not included)	\$1,850 CAD
3-day Tofino and Ukee tour (March)	\$860 CAD
Ontario & Quebec students	
5-day Quebec City tour (March)	\$1,850 CAD
4-day Rockies Spring tour (March) (flight to BC or AB departure point not included)	\$800 CAD
4-day New York City tour*	\$1,920 CAD

\* this is a cross-border trip into the USA. Students must already have appropriate entry visas for both the US and Canada.

Actual trips for 2023-24 will be confirmed directly to students/representatives at time of trip confirmation. MLI Homestay will advise the representative of any student intention to participate in a MLI Homestay trip including the associated fees. A permission form will be required from the natural parents.

! **Student MUST have valid documentation/visas for international travel and re-entry to Canada prior to confirming participation.**

## ALL STUDENT-ARRANGED TRAVEL REQUESTS

1. All travel plans that are Orange level travel must be approved in writing by the natural family via our Trip Permission form that is sent with the details of each proposed trip
2. Requests for MLI assistance, including but not limited to: transfers to the airport, pick up from the airport back to community, overnight homestay in the case of an early morning or late night flight etc MUST be requested and approved no later than 2 weeks prior to the travel dates.
3. **Invoices for services will be billed to the Representative and must be paid prior to the travel date.**

## MEDICAL INSURANCE:

The emergency medical insurance purchased for their programme at school may not apply once the student has left the country of his/her placement or has returned to their home country.

- Since the insurance is provided through the school board, it is the responsibility of the student/natural parents to check the student is covered.





# STUDENT DISCIPLINE

The following are MLI Homestay guidelines for student discipline.  
Please be sure these guidelines are well explained and understood by both students and their parent(s).

## STUDENT DISCIPLINE

MLI Homestay closely monitors the social progress of all students. We encourage students to take advantage of their Canadian experience, but also expect them to abide by the rules, policies and laws of MLI Homestay, their school and Canada. In cases where student actions violate these rules/policies/laws, MLI Homestay will implement the following discipline regime

! **Some serious offenses (ie. use/possession of drugs, overt alcohol use) may result in immediate suspension from either the school and/or the programme in general, even if this is a first offense. Should this occur, MLI Homestay will be in immediate contact with the student's home agency.**

1. FIRST OFFENSE:	VERBAL WARNING
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Students receive a verbal warning from their MLI coordinator. This is accompanied by a discussion either face-to-face or over the phone to ensure that the student is firmly aware of why his/her actions were inappropriate. A review of the Student Participation Agreement may also be done to ensure that the student understands the parameters of the programme.

! **Depending on the offense, a student may skip this step and receive a written warning immediately.**

2. SECOND ISSUE OR OFFENSE:	WRITTEN WARNING / PROBATION (last warning)
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If a student commits a second offense (of the same nature or by violating a different rule/policy/law), MLI will serve the student with a written warning outlining the offense. A copy will be supplied to the agency and natural parents - with a request for signatures.

In addition, the student is placed on a two (2)-week probation. During this time, the student is only permitted to leave their host family home for academic purposes. The student may NOT attend any extracurricular activities/ clubs/ sports nor socialize outside the home with friends. Exemplary behaviour is expected during this probationary time.

This warning/probation is accompanied by another discussion either face-to-face or over the phone to ensure that the student is firmly aware of why his/her actions were once again inappropriate. The student is reminded that this is the LAST WARNING he/she will receive. Any further offenses will result in dismissal from the programme.

**Depending on the severity of the offense, a student skip this step and may be dismissed immediately**

3. THIRD OFFENSE:	DISMISSAL FROM PROGRAMME
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If despite the first two warnings, the students commits a third offense (of the same nature or by violating a different rule/policy/law), the student will be deemed unable to abide by the policies of the programme and will be dismissed.

MLI will communicate immediately with the student's home agency and/or natural parents.

Arrangements for the next available flight must be arranged.

! **In cases of student dismissal, there is NO REFUND of any portion of the student's paid fees.**



# POLICIES FOR STUDENTS

The following are MLI Homestay programme rules and policies for students.  
Please be sure ALL policies are well explained and understood by both students and their parent(s).

## STUDENT POLICIES / PROGRAMME EXPECTATIONS

The following represent the MLI rules, policies and expectations as outlined in the Student Manual.

## SCHOOL ATTENDANCE

Students are expected to attend all classes, every day that school is in session and complete all required homework, assignments, tests and exams. Unexplained absences will be noted on the student's academic record. Students will be disciplined for excessive truancy and skipping classes. Continued unexplained absences may result in mediation with a school counsellor, suspension or even expulsion from the school.

If the student is ill and must remain at home, the host family must call the school to advise. Valid absences are noted on the student's academic record, but are not cause for discipline.

## USE OF THE TELEPHONE, COMPUTER AND INTERNET

**Mobile phones/tablets etc:** If the student wishes to have a mobile phone while in Canada he/she can ask their host family to help purchase a phone and/or a phone plan. If the student has an existing phone from their home country they may be able to replace the SIM card for Canadian use. The student will need to discuss this with a reputable phone company, and their phone will need to be unlocked prior to coming to Canada. Students may bring phones and iPads/ tablets to school provided the school has an approved BYOD (Bring Your Own Device) policy, and the device is used as an academic tool. Many schools offer Wi-Fi for student use, but some social media platforms are blocked during the school day. School libraries offer computers with Internet access.

**Home phones:** Home phones are now less common as most host family members use a personal cell/mobile phone. Should the host have a land line, the host family will show the student how to use the telephone and explain their rules for using it.

Long-distance calls should be made using the student's personal cell/mobile phone using WhatsApp, Line, Zoom, SKYPE, WeChat or other internet-based platform. In the event that the student makes a long-distance call on the family's phone account, he/ she will be responsible for paying for this when the bill comes in. If using an Internet-based platform, the student must be sure to verify with the family the best time and duration for communications. Internet plans/Wi-Fi usage policies will vary.

**Computers:** Use of a host family computer is at their discretion and the student must respect bandwidth restrictions. If the student's usage exceeds the allowed limits he/she will be responsible for paying for this when the bill comes in. Under no circumstance is the student permitted to download or create illegal material, pornography, video games, songs or movies even if the student brings their own laptop.

**Social Networking / Social Media:** Students are permitted to use social media sites such as Facebook, Twitter, WhatsApp, Instagram etc. They must:

- RESPECT their and other people's personal integrity on all posts
- NOT WRITE/POST HURTFUL or negative messages about any other students, staff or situations that occur at this programme, their host family or their school
- THINK TWICE before they post anything - it does not disappear
- REFRAIN from posting inappropriate or pornographic images of themselves, friends, family etc.
- REMEMBER that Cyber-Bullying is a crime punishable by law



## ALCOHOL

It is illegal to purchase or consume alcohol, including beer, if under the age of 19 years (18 in Alberta and Quebec). It is also illegal to ask an adult to purchase alcohol on a student's behalf if he/she is a minor, or to drink alcohol in any public place including a beach, car, or park.

**Students caught purchasing, consuming or in possession of alcohol will be dismissed from the programme and sent home.**

## CANNABIS

It is illegal to purchase or consume cannabis in any form, if under the age of 19 years (18 in Alberta and Quebec). It is also illegal to ask an adult to purchase cannabis on a student's behalf if he/she is a minor, or to consume cannabis in any public place as deemed unacceptable by each province.

**Students caught purchasing, consuming or in possession of cannabis will be dismissed from the programme and sent home.**

MLI Homestay requires all host families to offer cannabis-free homes.

## OTHER DRUGS

Other narcotic drugs are illegal in Canada, and are by law punishable by heavy fines or jail. **Students caught purchasing, consuming or in possession of an illegal drug, or abusing a prescription drug, will be sent home immediately,** either by CISS MLI or by Canadian police and/or Immigration Canada.

## SMOKING/VAPING

The purchase of cigarettes and e-juice/e-liquid is regulated in Canada. The legal age to purchase cigarettes or e-juice/e-liquid is 19 years old (18 in Alberta and Quebec). Smoking/vaping is NOT permitted in any public building, including schools and school property, shopping malls, restaurants, movie theatres and public washrooms. Canadians are very strict about enforcing this law. It is also illegal to ask an adult to purchase cigarettes/ e-juice/e-liquid on a student's behalf if he/she is a minor.

**NOTE: MLI Homestay policy also restricts students smoking or vaping in a homestay. Students who are already in the habit of smoking or vaping must be willing to quit while on the programme.**

## HARASSMENT / BULLYING

Bullying or harassment of any kind is not tolerated by MLI Homestay or any school. Harassment includes words, acts or gestures of a malicious or abusive nature directed at a person or group of persons, and directed towards: academic ability, age, sex, sexual orientation, disability, economic status, language, race, ethnicity, religion, appearance or colour. Canada is a diverse and tolerant country. We treat with respect all persons regardless of their race, religion or mental/ physical capabilities. **Students involved in acts of harassment or bullying (including cyber-bullying) will be sent home immediately.**

## THEFT & VANDALISM

Stealing any property from a store or person is illegal in Canada. Willfully defacing or vandalizing public or personal property is also against the law. **Students caught shoplifting items from a store, in possession of stolen items, stealing personal possessions from their host family or other students, willfully defacing or vandalizing any property not belonging to them, will be sent home.**

**Students/natural parents will be responsible for paying the cost of/replace for any willful damages caused by the student to ANY property. This includes the school, the host family home(s), homes of the student's friends, hotels (during trips), cars or other vehicles etc.**

## VIOLENCE

The use of violence is not tolerated by MLI Homestay or by any school. Students must solve differences between themselves and another student or member of their host family in a reasonable and diplomatic manner. Violence is defined as any use of physical force directed at another person with the intent to inflict pain, cause personal damage or coerce the other. **Students caught using violence will be sent home immediately. Severe violent acts may result in the involvement of police and/or immigration officials.**

## PLAGIARISM

Plagiarism, copying text, images or other work without crediting the author, is illegal, especially for academic work. Schools regularly run anti-plagiarism software when checking student assignments. Students caught willfully plagiarizing on a school assignment will receive a zero as a mark on that assignment, and will be disciplined.

## BIKING/CYCLING

Students are permitted to use a bicycle with the permission of the host family and MLI Homestay. Students MUST:

- acquaint themselves with the local road rules
- wear a CSA (Canadian Standards Association) approved biking helmet
- exercise caution at all times
- use bike lanes where available
- stop at all stop signs and red lights; obey all traffic laws
- use appropriate hand signals when making turns or lane changes

**Cyclists are expected to understand and use driving rules of the road.** While drivers of vehicles are expected to respect the space of a cyclist on a road, road sharing can be challenging, especially in more urban and congested cities. If the host family or CISS MLI deem the student's community to be unsafe for cycling, he/she may be denied permission to ride a bike.

## DRIVING

**Students are not permitted to drive ANY motor vehicle while in Canada, including cars, ATVs, motorbikes, snowmobiles or watercraft, even if the student holds a valid license from his/her home country.**

## UBER / TAXI

Student use of ride-share companies, taxi or taxi alternatives is not permitted as drivers may be under the age of 25 and policies indicate that riders must be over the age of 18. **NEW for Fall 2023:** UBER has introduced a "Teen Account" option which provides increased security for minors and ride-tracking. For 2023-24, MLI Homestay will allow students to use UBER TEEN in times when public transportation or the host family is unavailable. The student will need to create a TEEN account, have their own credit card for us, and permit the ride tracking to be activated. Use of taxi, Lyft or other ride-share companies will remain prohibited and MLI Homestay will still require that students allow us to make airport transfer arrangements using safe, vetted and secured airport shuttle companies.

## EMPLOYMENT / VOLUNTEER WORK

The purpose of this programme is for the student to have a successful cultural and academic experience. While Canadian students may find part-time employment at age 16+, Study permit and permissions for entry to Canada prohibit an international student from obtaining paid employment. Volunteer work in the community or through a school co-op school programme is permitted.

## ENGAGING IN RELATIONSHIPS

Engaging in sexual relationship(s) while on the programme is not permitted as it can result in several unwanted consequences and may be a breach of moral standards in certain cultures. This policy applies to students of any age in our high school programme and complies with our Participation Agreement.

## TRAVELLING

Organized Student Trips: MLI offices in Toronto and North Vancouver organize trips and events for students throughout the school year. Trips are designed and operated by a 3rd party tour operating company, which includes supervision. A full list of proposed trips (and costs) is available upon request, and provided to the student at various times in the school year. Participation is voluntary, and MLI requires the student's notice of participation by the deadline designated for each trip as trips will operate only if enough students participate.

**Personal Travel:** All requests for travel outside of local community must be sent to MLI and approved according to our NEW policy. Travel requests that include overnight stays or more extensive travel outside of community will be sent to representative for natural parental approval. Localized travel will be approved by the host family or by MLI.

MLI does not permit students to travel alone outside of their community. Even within their community, we strongly recommend that students are always with friends or their host family. While Canada is a safe country, individual travellers are more at risk than a group of students. Any overnight trips should be with the host family, and in all cases MUST include supervision by a responsible adult over the age of 25. MLI does not condone or permit a student to arrange a hotel stay on their own or with a group of friends.

MLI reserves the right of refusal for any trips that do not follow proper protocol, seem unsafe or do not have appropriate supervision.

## REMINDER:

The MLI Travel Consent policy is now a mandatory component of the application package!





# POLICIES / BEST SALES PRACTICES FOR AGENTS

The following are the general expectations that MLI Homestay has of its partner agencies.

## PRODUCT UNDERSTANDING

MLI Homestay expects that the student and family are well appraised of the programme in general, of the expected behaviours, of the requirements for the student and the role that MLI, you as the partner agency, and parents will play. It is vitally important that the client is well aware of all inclusions, exclusions and programme limitations to ensure that the programme is well suited to the expectations of the client. If you require product training, contact us and we can arrange an appropriate meeting - online or in person where possible

## COMMUNICATION FLOW

MLI will always respect that the student and family are your client. As such, our communication will be through you as the partner. We expect that you will then relay information correctly and accurately to the client. Similarly, if the client has concerns we expect that communication will flow only through you to MLI Homestay. MLI Homestay asks that you not contact the host family, bypassing MLI Homestay. We in turn will not contact your client directly. Only in rare and emergency situations would we contact the client directly, if time were a factor, or if you/your team were unavailable. We permit the same if an emergency dictated it for the student.

## EMERGENCY CONTACT

MLI Homestay has an emergency telephone:

- Outside Canada or USA: +1-416-623-6215
- From Canada or USA: 1-866-388-6543

We ask that you provide us with an after-hour (or 24 hour) emergency number for your agency

## APPLICATION

MLI Homestay will provide you with an updated application form annually. We expect that this form is fully completed by the student, with all truthful information. As the agent partner, we expect that you will review the application and ensure that all sections are completed and any extra required documents are also submitted. Applications should be sent directly by you, to MLI Homestay

## MEDICAL HISTORY

It is imperative that you ensure the accuracy of the medical report, and that the report is signed by a physician. MLI Homestay may send home any student found to have omitted or hidden any existing/ongoing ailments or treatment (physical or mental) that require significant involvement by MLI Homestay, the host family, school or medical practitioner.



## SUPPLEMENTAL MENTAL OR PHYSICAL MEDICAL DETAILS FORM:

Any prospective student who identifies pre-existing or on-going mental, emotional or physical health issues must submit a supplemental MLI Homestay Medical Details form that provides full details, treatment plan and medications required currently and while in Canada. MLI Homestay reserves the right to impose conditions to a student's acceptance based on required support

## FEES

MLI Homestay will provide you with a thorough outline of the rates by community. We expect that you understand the structure of our fees, including which are non-refundable, which are optional and how much money the student should bring for non-included items. MLI Homestay will always invoice you, our partner. By agreement, this payment can be done in \$CAD NET (which does NOT include agent commission, allowing you to set your own selling fees best suited for our market), or in \$CAD GROSS, which includes a commission as established by MLI Homestay.

## PAYMENTS

MLI Homestay will provide an invoice for each enrolled student, in either \$CAD NET or GROSS, as mutually agreed. Payment details are included on the invoice, and must be sent prior to MLI Homestay releasing any official documents. Should the client wish to pay MLI Homestay directly, they must include the student name and invoice #. Any outstanding balances will remain on your account with MLI Homestay, and must be reconciled prior to the student arrival.

## CANCELLATIONS

Should a student cancel, MLI Homestay expects that you fully understand our cancellation policy, and that any penalties are well and truthfully advised to the client.

## HOMESTAY

MLI expects that you understand the nature of a homestay programme in Canada and will manage expectations from the student and family. As per our outline in the Accommodation-Homestay section, homestay families in Canada are typically middle class and may represent a variety of ethnic and/or religious backgrounds as well as family composition. A host family may be a couple with children, a childless couple or a single parent with a child/children. Single men or women may also be found suitable. By Canadian discrimination laws, MLI Homestay cannot reject or refuse a suitable host family based on size of home, religious or ethnic background or family composition. We expect that these Canadian realities are clearly outlined to the family before they apply, to minimize any complaints on these basis.

MLI ensures each host family is carefully screened and meets our requirements for the home, English language and communication (or French if requested) and for their willingness to offer a comfortable, stable and supportive home to the student.

MLI Homestay does not allow the applicant and his/her family to pick from a selection of possible hosts. The MLI homestay team takes great effort to make the best match possible based on the information provided in the student's application. Unless there is a serious oversight with regard to pet or other allergies that would not enable a student to live in the home, MLI will not offer a secondary placement option without other valid reasons.

MLI Homestay does NOT consider the size of home, ethnic

background, demographic of the family, ages of children or distance from the school to be valid reasons for requesting a move. Requests for a homestay change outside of valid parameters will be reviewed and if approved, will be subject to a relocation fee.

MLI Homestay requires all host families to offer cannabis-free homes.

SEE PAGE 53-57 full details about Homestay

## STUDY PERMIT / ENTRY VISAS

MLI Homestay is not an official immigration consultant. As such, we cannot offer advice or assistance regarding the application for, or the receipt of a Study Permit or Entry Visa for Canada.

## STUDY PERMIT / VISA RENEWAL OR EXTENSION

If the student extends their stay with us, and already has a study permit or visa that needs to be extended, it is the responsibility of you the agent to assist the student with this. MLI Homestay does not provide this service.

# TERMS & CONDITIONS

## FOR REPRESENTATION 2023-24

### Definitions

The following definitions shall apply:

**CISS:** Canadian International Student Services Inc.

**MLI:** Muskoka Language International

**MLI Homestay:** Muskoka Language International Homestay Inc.

**Confirmation:** The written Confirmation issued by MLI Homestay accepting the Representative's reservation

**Sales Agency Agreement:** The Contract issued by MLI Homestay to the Representative prior to the Representative's reservation

**Programmes:** MLI Homestay, homestay and custodianship services delivered in Canada

**Representative:** The person or entity contracting with MLI Homestay for the purchase of a service

### Sales

Each contract for the sale by MLI Homestay and the purchase by the Representative of a Programme shall be made in Canada only upon the dispatch by MLI Homestay of its Confirmation in respect of that Programme.

### Special Conditions

Each contract for sale and purchase of a Programme between MLI Homestay and the Representative shall be made only on these terms and conditions to the exclusion of all others issued by the Representative, or which are otherwise inconsistent with or purport to modify these terms and conditions. Any special conditions applicable to the contract (whether or not modifying these terms and conditions) will be specified in the Sales Agency Agreement.

#### 1.1 Relationship

Nothing in these terms and conditions shall be construed as creating a legal partnership or joint venture of any kind between MLI Homestay and the Representative. Neither of them shall have the authority to bind the other or to contract in the name of, or create a liability against, the other in any way or for any purpose. MLI Homestay and the Representative each contracts as principal with the other pursuant to these terms and conditions.

#### 1.2 Responsibility

i. The entire liability of MLI Homestay in respect of any claim in contract negligence or tort or other wise in connection with a Programme or the provision by MLI Homestay thereof and/or the provision by MLI Homestay of related services shall be actual damages which, notwithstanding anything else contained in these terms and conditions, shall not exceed the amount actually paid to MLI Homestay in respect of the Programme.

ii. Notwithstanding anything else contained in these terms and conditions, MLI Homestay shall be under no liability whatsoever to the Representative to the maximum extent permitted by applicable law for any loss including consequential loss or damage (including, without limitation, loss of profits or business) suffered or incurred by the Representative in respect of or in connection with a Programme and/or the provision of related services whether arising from negligence or breach of contract, or howsoever arising for any cause beyond MLI Homestay's direct control.

#### 1.3 Compliance and Indemnity

i. The Representative shall comply with all relevant and applicable laws and regulations regarding sales of Programmes and shall indemnify MLI Homestay and keep MLI Homestay full and effectively indemnified against any loss or liability suffered by MLI Homestay as a result of or consequent upon any failure by the Representative to comply.

ii. Without prejudice to sub-clause 1.3 (i) above, the Representative shall inform its relevant clients of all or any changes to Programmes forthwith following notification to it of changes by MLI Homestay.

iii. The Representative shall inform its clients as soon as possible and in any event prior to departure for participating in any Programme that such clients will be responsible for obtaining all necessary travel documents (including, as appropriate, visas) as well as for complying with Customs regulations in the destination country.

iv. The Representative shall pay all sums due under the above indemnities forthwith upon written demand of MLI Homestay without the need to bring proceedings thereof.

#### 2.0 Arbitration

Any dispute other than a dispute regarding the payment of money, arising out of or in connection with these terms and conditions, the Sales Agency Agreement or the Confirmation, including any questions regarding their existence or validity, shall be referred to and finally resolved by arbitration in accordance with the provisions of the International Commercial Arbitration Act (Ontario). The place of any such arbitration shall be Toronto, Ontario, Canada.

#### 3.0 Notices

Notices or other communications required to be given by either MLI Homestay or the Representative under these terms and conditions shall be in writing and delivered personally, by post, by facsimile transmission, or by email to the intended recipient at such address, fax number, or email address as that party may notify to the other in writing from time to time.

#### 4.1 Severability/Waiver

i. If any of these terms and conditions is rendered or held to be void or unenforceable in whole or in part, then it shall be unenforceable only to the extent that it is shown that it would not be lawful, fair or reasonable to allow reliance upon it, and the remaining terms and conditions shall remain in full force and effect.

ii. No failure or delay on MLI Homestay's part in enforcing these terms and conditions shall prejudice MLI Homestay's strict rights under the contract nor shall it be construed as a waiver of such rights.

#### 4.2 Amendment

No amendment to these terms and conditions shall be valid unless such amendment is signed by MLI Homestay and the Representative. The terms and conditions, the Sales Agency Agreement and the Confirmation constitute the entire contract between MLI Homestay and the Representative in relation to a Programme and supersede all previous other contracts or arrangements between them relating to any Programme.

#### 4.3 Confidentiality

i. The Representative shall not, without the prior written consent of MLI Homestay, advertise or publish in any way whatsoever the fact that the Representative has contracted with MLI Homestay to supply the Programme to the Representative.

ii. The Representative shall not, without MLI Homestay's prior written consent, use for any purpose other than the performance of the contract made pursuant to these terms and conditions or disclose or allow to be disclosed to any third party any confidential information (or information which is to be considered by MLI Homestay to be confidential), concerning the business or affairs of MLI Homestay.

#### 4.4 Remedy not exclusive

No remedy given under the contract shall be exclusive of any other remedy given under the contract, at common law, or otherwise. Each and every remedy shall be cumulative.

#### 4.5 No assignment

The Representative shall not sub-contract, assign or otherwise transfer any or all of its rights and/or obligations under the contract pursuant to these terms and conditions without the prior written consent of MLI Homestay.

#### 4.6 Law

The contract and these terms and conditions shall be governed by the Laws having application in the Province of Ontario, Canada

#### 5.0 MLI Homestay Logo

MLI Homestay and all its associated logos are trademarks of MLI Homestay Inc.