



HOMESTAY SERVICES FOR INTERNATIONAL STUDENTS



Toronto Head Office: 415 Yonge Street, Suite 1201 Toronto, ON M5B 2E7, Tel: (416) 646-5405
North Vancouver Office: 408-197 Forester Street, North Vancouver, BC V7H 0A6, Tel: (604) 988-9477
 info@mlihomestay.com – www.mlihomestay.com



HOMESTAY SERVICES 2023/24

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 experience in Canada a rewarding one.



1996

27 YEARS
IN BUSINESS

95+

COMMUNITIES
ACROSS CANADA

3000+

STUDENTS PLACED INTO
HOMESTAYS IN 2018

11

FULL TIME STAFF SUPPORTING OVER
50 HOMESTAY COORDINATORS

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.



OUR VALUES

CARE

The depth of our experience and empathy allows us to provide safe, supportive, welcoming environments.

INTEGRITY

Honesty, respect, and trust are at the foundation of all that we do.

RELEVANCE

Our entrepreneurial spirit promotes transformative and goal oriented experiences.

RIGOUR

Preparedness and an informed approach drive our ongoing commitment to excellence.








HOMESTAY SERVICES 2023/24

Our services include:

- Legal custodianship
- Homestay placement
- Roundtrip airport transfers
- Local support and activities
- Settlement and progress reports
- 24-hour emergency support

We provide:

-  A secure and stable home environment to support their studies
-  An authentic language practice opportunity
-  A rich experience in Canadian Culture and family life

HIGH STANDARDS & SCREENING PROCESSES

MLI Homestay carefully screens its families in advance of placement. In order for a family to become part of our Homestay Program our Local Coordinator meets with the interested family to screen the family and the home to ensure it is suitable for hosting. At this home interview session our Local Coordinator completes and reviews the following:



Overview of what to expect when hosting a student.



Host Family Profile outlining the family members, home, pets, and activities.



Host Family Agreement and Guidelines.



Criminal Record Checks (this is part of our obligation to ensure the safety and care of our students). We explain this process to the family. A copy of the criminal record check for each family member 18 years (ON) / 19 years (BC) or older is required before we are able to place a student in the home.



Compensation is meant to ensure a commitment by the host family to the expectations of the program.



Homestay Safety and Inspection Form which summarizes the key topics reviewed together at the home, along with the key safety features required in the home.



Homestay Manual is provided to the host family as their ongoing reference document.

Our screening process not only ensures safe, friendly and clean homes, but it also extensively interviews the family to ensure that each family member is hosting for the right reasons. We expect all host members to have the personal wish to share their home and their lives with an international student visitor.

Once we have chosen a family to host a student, we then send the family details about the student, a welcome letter, along with an information package about the student's country of origin. This package helps the family know more about the student's culture, food preferences, etc. in advance of meeting one another.





HOMESTAY SERVICES 2023/24

HOMESTAY PLACEMENT AND ACCOMMODATION

Based on each individual's pre-determined needs, host families are carefully interviewed and screened for suitability. We aim to find the best possible fit for each student's needs, as disclosed in a detailed application form. MLI provides **one host family for each student that is the best match** at the time the application is submitted.



Homestay Selection Criteria

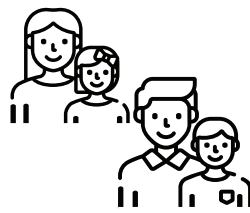
MLI Homestay Hosts reflect the diversity of Canada's multi-cultural and multi-ethnic population. Homestay hosts may include single parent homes, retired couples, single mature women, or families with children. MLI Homestay considers ALL the following family compositions to be acceptable hosts for students, provided they meet the hosting criteria.

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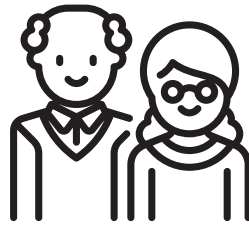
NUCLEAR FAMILY

(mother, father, children).



SINGLE PARENT

with child / children living at home.



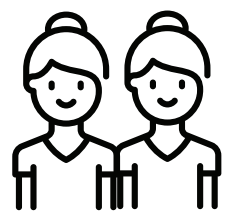
COUPLES

with no children of their own.



SINGLE ADULT

retired or working with no children in the home.



SAME SEX COUPLES

- with or without children in the home

- or -

BLENDED FAMILY

(second marriage with children from previous marriage who may or may not live full time in the home).

EMPTY NESTERS

couples or singles who have older/ grown children no longer in the home.

Single hosts will often have extended family that is an active part of their lives.

*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.*

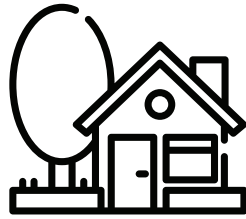
Homes

A stringent criteria of a host a family is their ability to provide **a clean, safe and nurturing home environment** to all our students. The style of homes in each community may vary. **Bathrooms (Washrooms)** include a toilet, sink, shower or bathtub/shower combination. This is typically shared by family members. **Students should not expect a private bathroom, and must respect this as shared space.** Below is a legend of some of the more common house types used by MLI Homestay:



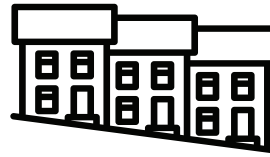
DETACHED HOME
(Typical Suburban)

Single family home, multi-storey, not attached on either side.



DETACHED HOME
(Typical Urban)

Single family home, multi-storey, not attached on either side.



TOWNHOMES OR ROWHOUSES

Single family homes, single or multi-level attached in a row.



BUNGALOW

Single family home, single level, not attached on either side.



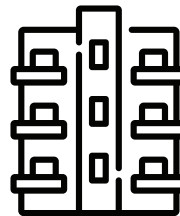
SEMI-DETACHED

Single family homes, single or multi-level, sharing one interior wall.



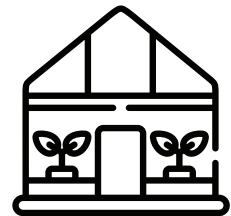
DUPLEX / APARTMENT

Low-rise building with two or more separate units. Common in larger cities.



APARTMENT/CONDO

Building with several storeys and several units. Both are similar; Condo unit are typically owned by the resident vs rented.



FARMHOUSE

Detached home or bungalow situated on a farm setting.



HOMESTAY SERVICES 2023/24

An international student with MLI Homestay can expect



Carefully matched host family placement



Maximum 2 long-term international students per home, except for urban cities where there could be 3.



Private bedroom with closet and desk



Three nutritious meals per day



Use of telephone, laundry and internet*



Placement within 60 minutes of school



English-speaking home environment**



Monthly check-ins (each semester, one in person, others virtually)

*Internet access may be limited in some communities

**the first language of the family may or may not be English, but English is the primary language used by the family at home on a daily basis. French-speaking host families may be arranged in certain locations; please check with us for details.

When matching a student with a host family we do take into consideration all information on the student's application. It is important to understand that preferences beyond what we guarantee above in a placement are not guaranteed.

We guarantee the following criteria for our homestay placements:

- a. English is the spoken language at home (or French if a French-speaking family is requested).
- b. No other visiting person of the same country of origin is in the home, unless approved otherwise.
- c. For Long Term students, maximum 1 student per bedroom. For Short Term Groups, maximum of 3 students per home though students may share bedroom with 2 beds.
- d. Homestay placement is within 45-60 minutes to school, whether on a public transportation route, on the school bus route (when available) or within walking distance (when available). School busing, if available, is only provided to students living a certain distance from the school, but still within the catchment area. This is determined by the School Board.
- e. Maximum of two long-term international students in the home. Metropolitan areas such as Greater Victoria (BC), Ottawa (ON), Metro Vancouver (BC) and Greater Toronto Areas (ON) may have a maximum of 3 long-term international students in the home.
- f. No international students of the opposite gender in the home.



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Monitored Custodial Services

MLI is pleased to offer a special Custodianship Service for international students. MLI does not provide homestay accommodation or custodian services separately. This program is only offered to students that are in the MLI Homestay program.

Unaccompanied minor-aged students studying in Canada must have a Custodian who resides within close proximity to the school and/or homestay residence. This requirement may vary according to School Board. Some School Boards need a custodian for any student studying in their schools and not staying without parents, regardless of age. MLI arranges this service for our homestay students to ensure that all students have care and attention throughout the study program.

The Custodianship includes the following:

- a. MLI Preparation of notarized IRCC (Immigration, Refugees and Citizenship Canada) documents to be used for Study Permit and Visa application.
- b. Attending School Boards Orientation/Registration (if custodian only presence is required by School Board) with the student at the beginning of stay in Canada.
- c. 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.
- d. Monthly check-ins with student (one in person, others virtually). Twice per semester agents will receive a formal update.
- e. 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.
- f. 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.

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Our Brands



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