



South Puget Sound
COMMUNITY COLLEGE

HOME STAY POLICIES AND PROCEDURES

2019-2020

A MESSAGE TO OUR HOSTS

Thank you for opening your hearts and homes to our students. We appreciate your service and want you to know that you are a vital lifeline to the success of our program. We hope that this manual will be a useful tool as you develop as a host parent, and that you help us to mold and shape it. Each year presents new laws, suggestions, industry standards and guidelines and we know that these are sometimes challenging to implement. We are honored that you continue to build global friendships and encourage our students every step of the way.

ISS areas of responsibility include:

- Host Family screening and onboarding
- Student placements
- Coordinating student and host family introduction
- Answer questions and counsel as necessary
- Facilitate host family and student mediation
- Help to resolve cultural differences and home issues
- Survey host families about their experience
- Perform exit interviews of students and hosts
- Provide emergency support to host families and students

EMERGENCY AFTER HOURS SUPPORT:

If there is an emergency after hours please contact SPSCC Campus Security at 360-596-5299 immediately after calling 911 and they will contact us directly.

International Student Services Staff:

International Student Services, Business Hours, Monday – Friday, 8:00 – 5:00 PM

Summer Hours – Closed Fridays

Juana Alcalá, ISS Associate Dean, jalcala@spscc.edu, 360-596-5266

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Campus Security - 360-596-5299

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DEFINITION OF A HOST FAMILY

SPSCC expects host families to be kind, caring, and flexible and marked by their generosity. Families must have an open mind and be willing to provide a safe, loving home for their student. Host families should be actively seeking to share their experiences, culture and heritage and share in learning about their student. A good host is generous and goes out of their way to provide a wonderful experience for themselves and their students and is not seeking to make their experience a money making venture.

SPSCC Host Families are unique; but share a common interest in other cultures and people.

BECOMING A HOST FAMILY

Becoming a host family is a wonderful experience, but it should be carefully considered with all family members. Cross-cultural exchange only works when all members of the family and the student participate equally and forego some level of privacy and independence.

Prospective Host Families Must:

- Have all family members (including roommates and other renters) 18 years old or older pass a background check.
- Complete a Host Family Application
- Pass an In Home Interview
- Agree to all terms and conditions

Minimum Requirements Before Applying:

- All host families should be within a 60 minute bus trip to the Olympia Campus
- English must be a primary language in the home
- A valid email address, checked regularly
- Be flexible and know that housing needs change throughout the year, and there may be some quarters where your rooms are not occupied. Again, this should not be a source of income for your family.

HOST FAMILY AGREEMENT

As a host family, we have a right to expect an SPSCC student to be a member of our family, have an SPSCC member who will be in regular contact with us and our student, receive help with student issues, and have access to a 24-hour emergency line.

- Provide accurate, truthful and necessary information required for a background check for all members of the family 18 years old and older.
- Ensure all host family members desire to host an International Student.
- To confirm that no household member abuses drugs or alcohol or has a conviction record.
- Provide information on all residents of a home, including international students from other agencies.
- No other short or long-term boarders are allowed in a home without SPSCC's knowledge.
- To provide a clean, private, and safe room for each student with a bed, bedding, desk, lamp, and closet or storage space with fully functioning window and internet access.
- To provide nutritional, well-balanced food and meals and to prepare dinner most nights (5 nights).
- To involve the student in family activities and outings.
- To speak English in the presence of the student.
- Attend and participate in SPSCC's host family meetings, orientations, and activities as much as possible to foster a global hosting community.
- To provide a safe, clean, and orderly living environment for a student.
- To provide students adequate training on expectations in the home and safety procedures including: fire, earthquake, or other emergencies.
- To have contact at least on a monthly or quarterly basis with housing staff through email, text, call, or in person.
- To permit in home visits by the SPSCC staff during the time that you are hosting a student.
- To resolve all issues through the recommended conflict resolution methods.
- To notify SPSCC when ANY of the following occurs:
 - Student or another family member moves out or moves in
 - Plan to take a vacation or leave your home for longer than a weekend.
 - A serious issue, accident, arrest or detention, violation of SPSCC rules and regulations, emergency, or any display of potentially dangerous behavior occur within the home.
 - There are any material changes to your family including loss of wages, home for sale, or you plan on moving homes.
- To abide by all SPSCC Host Family Program Policies.
- Under no circumstances, should host families or students exchange any money besides the SPSCC approved monthly stipend without consulting with SPSCC.

BACKGROUND CHECKS

All members of your home (18 years old and older), must complete a background check every 2 years or every year if hosting a minor student.

Any offenses or charges against any member of your family may result in dismissal from the program, but will be reviewed on a case by case basis by ISS staff and/or legal team to determine if the situation determines special circumstances.

Host families may provide a written statement to the ISS office outlining circumstances and make a written request to contest the results or be given a review of circumstances.

FEES AND PAYMENT

SPSCC students will agree to pay the following monthly stipends to their host family, that is a fixed non-negotiable rate that is a reimbursement for the expenses incurred for their room and board.

Payment is due on the 1st day of the month. We recommend that host families provide student a receipt of payment, or have the student pay through a digital format (banking app, cash app, or facebook messenger) so that it is well documented and there is no confusion later.

-Full Hosting Program--\$630.00 includes the meeting requirements and nutritious meals per day (see food section on page for additional details) listed in this handbook.

-Partial Host Program--\$575.00 No food is included. Students and hosts must still follow all other program expectations, policies and procedures listed in this handbook with this option.

If a student leaves before the end of the month or arrives after the 1st of each month that month's rent should be prorated.

- Take the rent and divide it by number of days in that month to get a daily rate.
- Multiple the number of days you are living with the home stay family by the daily rate to get the total month due.
- Example: You move in September 12
 - $\$630 \div 30$ (# of days in September) = \$21 per day (round to the nearest whole dollar)
 - $\$21 \times 18$ days (# of days living with the home stay family) = \$378 for September rent

This stipend does not include the following:

- Personal Toiletries (shampoo, toothpaste, hairspray, etc)
- Personal phone line/cell phone
- computer/printer (see telephone internet section)
- Bus fare
- Special activities with host family (movie, sports event, etc); but please inform the student of an event and cost prior to activity.
- Damages by the student that is not considered normal wear and tear.

- Special foods for the student (halal, protein powder, vitamins). However, the host will agree to not provide food against student's religious practices (pork, alcohol, beef, etc) and make reasonable accommodations.

STUDENT EXPECTATIONS

- Pay all fees to the family on time.
- Attend Homestay Student Orientation and review the handbook.
- Read carefully and sign the student agreement.
- Understand the host family rules and follow them.
- Inform the ISS office if you have any concerns or trouble with homestay. We will discuss concerns and go through a process for ensuring success that could include: working issues out with host family on your own, coaching (host family or student), mediation, and/or documentation and removal of host family in our program.
- Host families are all unique and reflect our country's diversity. Be open to experiencing America's diversity.
- Keep your own spaces clean (bedroom, bathroom, dishes, etc)
- Be responsible and show good judgement.
- Let your family know your plans ahead of time and call if your plans change.
- Pay for any damages caused by you at your host family home.
- Ask permission for friends or guests with at least a 24 hour notice, and do not expect host family to provide meals, food, or other resources for your friends/guest.
- Speak English in the home and commit to talking with the host family regularly to help learn English better.
- Stay in the homestay a minimum of 3 months (1 quarter).
- Give your host family a minimum of 30 days notice if you are planning on moving out after the 3 month term.

STUDENT AGREEMENT

- I understand that if I am under the age of 18 that my host may have rules regarding a curfew and I will agree to abide by these rules.
- I understand that if I am under the age of 18, I must have a parental waiver form on file with SPSCC before I can move out of the homestay program after the initial 3 month term and the 30 day notice.
- I understand that breaking the law and/or homestay policies can result in immediate dismissal from the homestay program.
- I agree that if I am removed from a homestay, that I will have to pay for a hotel and transportation to remove my belongings.
- I understand that staying in a homestay is a privilege. If I receive a complaint about my behavior, I may be removed from the homestay program and will not be entitled to a refund.
- I promise to act as a positive addition to my host family and the Homestay Program. I will not promote negative attitudes towards my host or the Homestay Program and will address issues with my Housing Coordinator or my host family with integrity and honesty and will resolve all issues by first utilizing the proper Conflict Resolution methods.

BEFORE YOUR STUDENT ARRIVES

International students are family members, NOT renters. Realistic expectations, preparation, and willingness to communicate will help to create an enjoyable and rewarding relationship.

Psychological Preparation:

Are you ready to host an International young adult with different cultural, educational and philosophical differences in your home? The first homestay is always the toughest, and the family must prepare for the unknown. There will only be a few clues to know your student's personality and background.

- Take some time to get to know your student's country, culture, and customs.
- Tell your friends and family what you are doing and enlist their support.
- Prepare for a loss of privacy.
- Anticipate culture shock.
- Plan to modify schedules.
- Expect communication adjustments.
- Commit to teaching your student.

Family Preparation:

- Think through your family preferences and create a Host Family Preferences Sheet. Suggested areas to consider:
 - TV, Radio, stereo, computer/internet directions and passwords.
 - Rules regarding smoking, alcohol, parties. (Remember minors cannot ever participate in activities that include alcohol or smoking).
 - Cleanup/Chores/Laundry
 - Phone usage
 - Overnight guests/visitors
 - Bathroom rules/preferences
 - Religious preferences/practices
 - Personal property and privacy-are their rooms off limits?
 - Acceptable eating areas
 - Kitchen use (appliances, food storage, etc)
 - Thermostats, heaters, windows
 - Security--keys, alarm systems, smoke alarms and escape routes
 - Transportation--what are you willing or not willing to do?

PREARRIVAL COMMUNICATION

Please take some time to communicate with your student before they arrive. Your student is nervous and curious about their future. Consider sharing:

- Community description
- Information on your family members

- Pictures of your family, pets, home. Some pictures may be included in the profile sent to the student, but additional day to day shots, vacations, travel photos may be nice for the student to gain a better understanding of your family
- What to bring for the weather

HOME PREPARATION

It is your home; but, your student's room. Respect their privacy. If you enter their room, explain why so there is no reason to feel suspicious or intruded upon.

FINANCIAL PREPARATION

- Food Costs
- Utilities, especially water.
- Transportation costs
- Students pay a stipend to help offset these costs.
- Housing sets the rates of homestay, it is \$630 per month, no exceptions. If you need to request funds from a student for damages, we ask that you first inform the ISS office, gain approval, and document according to their guidelines.
- Check with your tax consultant to see how to best handle the shared living expenses.

FIRST WEEK WITH AN INTERNATIONAL STUDENT

First Day:

- Welcome your student. When you meet your student for the first time, expect that he/she will be exhausted, confused and maybe even a bit scared. You can help ease anxiety by greeting him/her with friendly, smiling faces. Make a welcome sign for their room and the airport. Put flowers in their room. Give a small gift.
- Offer a beverage and a snack or a light meal. Travel has usually been for over 12 hours and they may not have eaten recently.
- Provide a private time for your student to settle in.
- Do not plan any big adventures or outings--allow for jet lag and rest.
- Take a brief tour of your home, but leave the heavy conversations or tour for later in the first week.

Before they arrive it may be beneficial to create a host family preferences reference sheet and include the following items, don't forget to review them and physically show the student as well:

- Try to make the student comfortable in your home.
- Introduce them to all members of the family (including pets) and the new surroundings.
- Give your student a tour of your home. Be sure to show them where to find essential household items and how to use common household machinery such as the TV, the shower, and kitchen appliances.
- Review general house rules and expectations. You don't want to overload your student with information the minute they arrive, but it is helpful to establish household expectations within the first few days of living in your home and this will often prevent misunderstandings later on.

It is important that you talk openly about your expectations and be very clear. Your student may say “yes” to everything at first, but do not accept this as proof of understanding. Repeat important things again and again in the following days.

- Discuss your family’s eating habits. Take your student grocery shopping with you and encourage them to tell you what their favorite foods might be. Find out what they like and don’t like. Introduce them to where you keep the food in the home. Let the student know if any food is out of bounds – e.g. things being saved for dinner preparation and so on might be kept on a special shelf in the refrigerator. Many international students will not feel comfortable helping themselves to food at first and will need to be invited to do so.
- Share important contact information. Give the student important phone numbers to keep so that they can contact you, other family members, or school employees as necessary and especially in the case of an emergency. Also, give them your address in case they get lost during the first few days.
- Discuss and be sure they clearly understand telephone and computer usage rules.
- Assist the student in learning how to make long distance calls, either with a calling card or by a separate phone line set up in the student’s name. Assist the student with setting up computer access if needed.
- Don’t forget to: Give your student a house key. Teach them how to lock and unlock the house so that they can come and go when no one is home. If you have an alarm system, please show them how to turn it on and off.
- Remind your student to call home. Encourage them to contact parents or family back home.
- Teach the student to ride the bus. Get a bus schedule and help the student figure out how to use the public transportation system. Let them know where the closest bus stop is. In some cases, the student might need to walk or bike to school and if so, show them the safest route.
- Students do not need social security numbers to open a bank account; during orientation, they will be given the opportunity to establish a bank account. Do not EVER cosign or put your name on an account.
- Embrace this opportunity to learn about another culture. Ask your student questions about his/her country, language, and culture. Compare the differences and similarities with the United States. This will help the student feel more comfortable, it will develop cross-cultural understanding for both the student and your family, and it will help your relationship grow.
- Give them time to rest and relax. Your student will be experiencing jet lag. Usually the afternoons/evenings will be the hardest time, but remind students to start their morning schedules on time to help their adjustment go smoother.
- Go over your family calendar. Continuously, throughout the year, review your family calendar. Many families may use a large white board calendar to show family activities.

Communication Techniques:

- Speak slowly, deliberately, and distinctly-not loudly! Do not use “broken” or “baby” language, your student will tell the difference even if they have low English. Repeat in a new way or state it differently.
- Face your student; they will benefit from your expression and your body language.
- When necessary rephrase.
- If you do not understand what is being said, ask your student to repeat or explain. Clarify or repeat meaning back to student.
- Use a dictionary or your phone to translate; many students may bring one with them.

- Avoid asking “Do you understand?” A student’s nod may indicate they are listening, but may not understand. Better questions may include specifics or having the student repeating back to you.
- Write down anything important-or anything you think may not be understood.
- Listen carefully to what your student says and offer genuine encouragement.
- Give your student time to acclimate. As they become more comfortable, communication will improve.

It takes time for international students to get used to family life in the U.S. Our students come from different cultures in which family members may have different roles and responsibilities than we do here in the U.S. Be patient and understanding. Talk to your student and explain to them how your family works.

HELPING OUT IN THE HOUSE

Hosted international students are encouraged to help with household chores. Their responsibilities include:

- Making their own beds and keeping their own rooms clean (remove their own garbage, vacuum, and wash their sheets)
- Doing their own laundry
- Keeping the bathroom that they use clean and tidy
- Learning how the kitchen appliances work, what gets recycled or thrown out, and cleaning up after themselves in the kitchen

They may offer to help set and clear the table and help with another chore to show that they are willing to do their share as a household member.

Please do not assign excessive chores as that could interfere with their studies. Their main purpose and responsibility on a student visa here in the United States is to be a successful student. Do not ever ask a student to babysit, do yard work, or care for pets.

ADJUSTING TO THE UNITED STATES

Adjusting to a new culture takes time. It is very common for international students to go through culture shock. Usually they will not know they are suffering from culture shock because it happens when they do not expect it, usually one or two months after arrival.

In the beginning, international students usually are very excited to be in the U.S. and studying overseas. Everything feels great and they will be very happy.

Then later, they might feel tired by all the stress of speaking a different language and learning new ways of doing everything. This is when they are likely to start feeling irritated and annoyed with school or the host family experience. This is a normal phase of learning and living in a new culture. If you notice that your student seems frustrated, sad, unusually quiet, or just not themselves, talk to them or encourage them to speak to an international student services office staff member and to get some help in dealing with the daily frustrations.

Suggestions:

- Practice patience

- Keep your sense of humor
- Be patient of a student's reserved nature
- Try a taste of home. Ask them for their favorite recipe to cook for dinner.

FOOD

Food is often the main reason students cite for move out requests. Many new hosts are concerned about what to feed students.

SPSCC requires that each host family provide at least:

- Self Service Breakfast
- Self Service Lunch
- Prepared Dinner at least 5 nights a week, 2 nights a week can be self-serve

Meals must be based on a 2000-calorie diet, should be nutritious, and follow the USDA food guideline recommendations. (<https://health.gov/dietaryguidelines>)

Failure to provide adequate meals may result in removal from the program.

Some recommendations from experienced hosts:

- Make a list of available breakfast and lunch items and post it on your refrigerator to avoid confusion.
- Prepare a weekly shopping list with the students help. Some hosts post it on the refrigerator and ask students to add to it throughout the week.
- Ask your student what they eat in their country for breakfast, lunch, dinner, etc.
- Students may not feel comfortable telling you what they want to eat. Check with your student every few weeks to see if they would like to make any changes.
- Post a monthly meal schedule in the kitchen. Ask students to mark if they will be home or not.
- Try to plan for a specific time of day for dinner. If not possible, a weekly dinner schedule posted on the fridge or bulletin board.
- Hosts should make the students aware that they can take food from cupboards and fridge. At the same time, be sure to show them what they should not eat, such as the ingredients needed for evening dinner or tomorrow's lunch.
- Give examples of American dinners common to your family.

THINGS TO DO WITH YOUR STUDENT

Including students in all aspects of a host family's daily life is a big part of the homestay experience. Families should include their students when running errands, attending kids' sporting events, going to parties and barbeques, shopping, and enjoying family holidays. Other suggestions for things to do with your student include:

- Picnics
- Playing board games and card games
- Bicycle riding
- Going to the movies
- Bowling

- Visits to the beach and the mountains
- Camping
- Sightseeing in Seattle
- Museums
- Shopping at the various shopping malls
- Visit local tourist spots
- Activities at your children's schools
- Holiday events
- Ask the student to prepare a meal from his native country

The most important thing that you can do with your student is to talk to them and invite them to be part of the normal family routine. One activity at minimum must be planned per month.

GENDER PLACEMENT POLICY

If there is a single adult (18 or older) or a child (14 or older) living in the home then the placement of an international student is dictated by the adult or older child's gender. For example: If the only adult is a male then only male students can be assigned. If the potential host will house two or more students, then this policy is considered on a case-by-case basis and there may be exceptions to this above stated policy.

If you have two or more rooms available for students' only students of the same gender will be placed. We will only mix genders if the student and host approve.

OVERNIGHT GUESTS

Students are required to give the host 24 hr. notice to have an overnight student guest/friend. The host has the choice to allow this on a situational basis and does not have to allow this.

The overnight guest(s) can only be of the same gender, meaning females cannot have males as overnight guests and males cannot have females as overnight guests for any reason. NO Exceptions. If you as a host knowingly allow this, it is a potential reason for dismissal from the program.

CONFLICT RESOLUTION

Living together is a challenge and sometimes issues will occur. Almost all issues are cultural difference and graciousness and patience is required.

In the event that a minor issue comes up, the ISS office, the student and the host family agree to take the following steps in resolving minor conflict:

- Communication first between host family and student
- ISS office is notified of disagreement/issue to offer suggestions
- Mediation between host family and student by the ISS office and a formal plan put into practice
- ISS office will follow up with family and/or student

STUDENT DRIVING

Students must be 18 years old or older to get a driver's license, as their parents are not here to sign for them. Do not assist an underage student in getting a license. You are not and cannot sign as their legal guardian.

- Driving without car insurance is illegal. Insurance brokers can help if there is difficulty getting insurance.
- If your student gets a DUI, contact the ISS office immediately.
- Many students plan to purchase a vehicle while living in the US. If you are concerned, please contact the ISS office.

HOLIDAYS AND OUTINGS

International students may travel freely within the U.S. They should be encouraged to carry their passport and I-20 even for domestic travel. There are many occasions when families and students travel or celebrate together. They may go on weekend trips to beach, city or mountains. Students can be asked to accompany their hosts on such trips. Hosts should communicate costs related to travel and who will be paying for what. If students will not be accompanying the host, then hosts need to follow the vacation policy if leaving the home for longer than 24 hours.

International students may travel outside the US, but must provide an I-20 before they leave. Students will need to check with the country they are traveling to for visa requirements and may be required to have their I-20 signed by the ISS office.

DAMAGES AND INSPECTIONS

The student is responsible and required to reimburse host family for all damages they incurred. Host family must be able to prove damages were incurred by the student and provide receipts, invoices, and a report and description of said damages to the student and the homestay coordinator.

If there is not proof of damages (witness, photos before/after a student moved in, etc), then the cost of repairs will be split between both parties.

On the flip side, if a host family damages the property of the students, the same documentation and proof falls on the student.

It is recommended that host families perform an agreed upon quarterly inspection of students room, bathroom, and common living areas of the home and to provide written notice of any damages, outside of normal wear and tear, that have occurred.

Host families are required to arrange for small repairs to the home related to the students stay in the home that are considered normal wear and tear. All household appliances such a washer and dryer must be in working order. These types of repairs include fixing a leaking or clogged toilet, light bulb changes, carpet cleaning, etc.

ILLNESS AND MEDICAL INSURANCE

All SPSCC international students are required to have valid medical insurance through Firebird International Insurance Group. Students receive their insurance card during orientation and provided with detailed information about their policy.

Claims Administered by: WebTPA
Servicing Agency: Firebird International Insurance Group, LLC
Phone: 206.909.8550
Email: admin@fiig-insurance.com
Policyholder: South Puget Sound Community College
Group Policy Number: A-2098-WA

To find a doctor or hospital, log on to: www.fiig-insurance.com

If your student gets sick, please assist them in going to a doctor. Host families are advised not to pay for any medical expenses for students. The International Office staff can assist students with medical insurance, payment procedures, and interpreter arrangements. Unless your student is severely injured or ill, do not call an ambulance (911) or visit the emergency room. Students should instead visit a local clinic. In the case of an emergency, please call 911 first.

SMOKING AND DRINKING POLICY

It is illegal for anyone, including host families, to sell or give tobacco products to minors under the age of 18. Smoking may or not be allowed inside your home. If smoking is not allowed inside the home, your student may ask if it would be okay to smoke outside. It is your choice if and where you allow smoking to occur if the student is 18 years or older.

Alcoholic beverage, such as a beer, wine and hard liquors will be served in the U.S. at many types of social gatherings. You must be 21 or older to consume alcoholic beverages in the state of Washington. It is against state law to buy or serve alcohol to anyone under 21.

MARIJUANA/ILLEGAL DRUG POLICY

While Marijuana is legal in the State of Washington, it is not federally legal. Due to the student's participation in a federally sponsored program, Marijuana use, other illegal or legal drugs (not prescribed), or drug paraphernalia is not permitted in any home. If a host finds any of these items on their property or finds evidence of any use, SPSCC has a right to terminate the student's participation in the homestay program.

WEAPONS AND STORAGE

If there are any guns/weapons in the home host family must:

- Have obtained the necessary legal permits to possess a weapon
- Have attended a Basic Firearms Course and or equivalent training through a government agency (military, police, etc)
- Unloaded firearms are kept in a locked cabinet, safe, gun vault, or storage case and be secured with a trigger lock or cable lock and be inaccessible to the student.
- Ammunition is stored separately and locked in a secure location.

HOMEOWNERS INSURANCE

As in any family, accidents happen. While students need to be responsible for any damage they cause by accident, hosts should check that their homeowners insurance covers additional family members living in the home.

South Puget Sound Community College is not liable for any damages to host family property.

TAXES

Consult with a tax advisor about how to report the income associated with being a host family. Keep track of your expenses associated with hosting an international student.

LEGAL ISSUES

- Host Families may not sign for or co-sign any legal documents for their international students. This includes: loan documents, rental agreements, or signatures for a driver's license. If there is legal action taken for any reason you could be named in legal proceedings and found liable.
- If there are legal issues in the home relating to the host family, or the student, International Student Services must be notified immediately.
- Students do have the right to an attorney. If there is any situation that arises requiring that a student hire an attorney, please contact International Student Services.

STUDENT VACATION POLICY

Students who wish to go out of town while they are living with a host family should discuss vacation plans with their host family in advance and be sure that arrangements are agreeable to both parties.

- If the student will be gone less than 2 weeks (less than 14 nights), the monthly rate is the same (i.e. the full \$630.00 is due).
- If the student will be gone 2 weeks or more, the rate during the student's absence is 50% of the daily rate. For example, if the student is out of the homestay for 20 nights, he pays 20 x \$10.50 (50% of the \$21.00 daily rate) = \$210.00 plus the rest of the nights of that month at \$21.00 per night.

If the student and the host prefer to make the room available to another homestay student during the absence, all personal items must be moved out and stored. The student does not need to pay the host during their absence.

HOST FAMILY VACATION POLICY

If your family is going to be away for a short time, please let International Student Services know as soon as possible. If a student is 18 years old or older, it is up to you whether it is OK or not OK for your student to stay at your home alone. Your student must also agree if they are comfortable staying alone.

If a student is under the age of 18 or it is not OK, you may ask a trusted friend or relative to housesit or you may encourage the student to stay with a friend if possible. Your friend or relative will need to have a background check on file. If necessary, ISS can try to find another family for the student to stay with until your family returns.

In all cases, the host family will make appropriate arrangements regarding payment:

- If the student stays alone, host families should discount their nightly rate. SPSCC can assist the student and host in negotiating a fair reduction in rate during this time.
- If the student stays with another family, the payment should be given to that host family.

Please let the ISS office know if you are going out of town and about any special arrangements that have been made.

HOST FAMILY REMOVAL FROM PROGRAM

SPSCC has the right to remove a student from a host family for any reason. Most often these reasons will include student safety or concern and failure to abide by agreed upon policies.

If ISS determines that a host family is not participating in the program in a productive or supporting way, or not showing generous hospitality or cultural exchange, ISS may require host families to participate in a Coaching Program to remain in the program.

The coaching program will include:

- Meeting with ISS on a predetermined basis (specific to each situation)
- Strict Adherence to specific guidelines (specific to each situation)
- 6-month probation period
- Agreed upon clearly defined terms to coaching length, guidelines, and probation expectations
- Possible inability to host minor students

Failure to comply with coaching recommendations or willingness to participate in coaching will result in dismissal from the program.

CANCELLATION POLICY

The first month is a trial period for the host family and the students and either can request to move the student to a different host family.

If you are experiencing problems with your student and are unhappy for any reason, please communicate with the student directly. Many problems can be resolved with good communication between host families and students. However, if the problems persist, then contact the ISS office for support.

If students are unhappy, they are encouraged to talk directly with the host family about it. If they have tried to resolve the issues, but still feel they really need a new host family, we will work with them to make a new placement.

If the Host Family would like a student to move out, they must provide the student and ISS with a 30 day notice.

If ISS removes a student, the host family must reimburse the student for all prepaid money from the date of move out. This applies to student removals or host family dismissals by ISS only. In all other cases, the Move Out Policy applies.

MOVING OUT CHECKLIST

If a student decides to move out of your home, he/she we ask that they provide you with a 30 day notice before moving out. ISS reserves the right to remove a student on short notice.

In the event SPSCC removes a student, the host must refund the student for all days pre-paid beyond the move out day.

When moving out of a host family's home, students are responsible for the following details:

- Inform ISS that they are moving out
- Return the house keys to the host family
- Work with host family to disconnect phone service (if applicable)
- Leave a forwarding address and phone number, in case mail or important calls come after moving
- Go to the post office and fill out a change of address form
- Give their new address to their banks
- Clean their rooms and remove all personal belongings and any garbage

Host families are responsible for the following guidelines:

- Helping students to disconnect phone service (if applicable)

- Forwarding a student's mail to the new address
- Refunding any payment for extra nights paid in advance
- Inform ISS that the student is moving out
- Address any damage or money owed to host family with the student prior to student moving (SPSCC is NOT responsible for damage or money unpaid)

When a student moves out from a host family unexpectedly, ISS may conduct a short exit interview to find out what happened between the student and the host family.

HOME STAY PROVIDER AGREEMENT AND SIGNATURE

- The Home Stay Provider agrees to follow all program expectations, policies and procedures listed in this handbook associated with their home stay provider option.
- The Home Stay Provider agrees to give 30 day written-notice to both the student and the SPSCC Housing Coordinator if for some reason they can no longer host their student.
- The Home Stay Provider agrees to provide each student with a private room, bed, desk, dresser and/or closet, and Internet.
- The Home Stay Provider agrees to not offer the student household work in exchange for money or rent reduction.
- The Home Stay Provider agrees to provide students with their own copy of house keys.
- The Home Stay Provider agrees to notify the Housing Coordinator if no longer able to be a Home Stay Provider for SPSCC students.
- The Home Stay Provider agrees to participate in the Home Stay Provider Orientation and other occasional related SPSCC activities.

Home Stay Provider Signature: _____ Date: _____

HOME STAY STUDENT AGREEMENT AND SIGNATURE

- The host student agrees to follow all all program expectations, policies and procedures listed in this handbook associated with their homestay option
- The host student agrees to give 30 day written-notice to both the host family and the SPSCC Housing Coordinator if for some reason they can no longer live with the host family.
- The host student agrees to keep their personal areas clean and assist with some household chores.
- The host student agrees to not do additional household work in exchange for money or rent reduction, which is in violation of their F-1 status.
- The host student agrees to pay for replacing the locks if they lose or have their keys stolen.
- The host student agrees to pay rent between the 1st and 5th of every month.

Home Stay Student Signature: _____ Date: _____

