

VIU HOMESTAY HOST LETTER OF AGREEMENT



Host #1:

Family Name

First Name

Host #2:

Family Name

First Name

Address of Host Family Home:

Thank you for participating in Vancouver Island University's (VIU) Homestay Program (the "Program"). Your participation is an integral part of international education, which has a direct effect on the reputation of VIU and The High School at Vancouver Island University (THS). Students eligible to participate in the Program must be currently enrolled international students of VIU or THS (the "Student").

In the Program's continuing effort to ensure placements are rewarding experiences for you and students, we ask you to confirm your commitment to the principles of the Program through the following agreement. This letter of agreement (the "LOA") sets out the terms and conditions to which you are agreeing and the financial arrangements for your family's participation as a Host Family in the Program.

By signing and returning this LOA to the Program office, you are confirming that you have read and understand, and agree to comply with, the terms and conditions of this LOA. The terms of this LOA will be entered into with effect on July 1, 2019 and will continue for a period of three (3) years until June 30, 2022, unless terminated on an earlier date as provided in this LOA.

We, the undersigned, agree to the following:

Placement and Match Letter

1. The terms of specific Student placements will be set out in match letters provided to the Host Family by VIU. Each match letter will specify: if the Student is a VIU or a THS student, if the arrangement is homestay with meals or homestay without meals, the Student's move-in date and anticipated move-out date, and the homestay fee payable to the Host Family including whether fees are being paid to the Host Family via VIU or directly by the student.

Homestay Hosting Experience Manual

2. The Host Family will read and comply with the VIU Homestay Hosting Experience Manual. This manual sets out Program expectations and requirements and also provides helpful general information and support resources for host families in the Program, notably the Homestay Incident Communication Protocol. VIU may amend this manual from time to time, and the most up-to-date version can be viewed online at <https://international.viu.ca/homestay-host/hosting-experience-manual>.

Student Arrival and Departure

3. The Host Family will meet and greet the Student at the Student's point of entry to Nanaimo, and drop them off for departure at: the Nanaimo Airport, a BC Ferry Terminal, bus terminal, float plane terminal, or in some instances, at VIU's Nanaimo campus, or an affiliated campus in the Nanaimo area. The arrival point for each Student will be articulated in the respective Student-Host Family match letter. The point of drop-off for departure will normally be confirmed by VIU or by the Student directly with Host Families in advance of departure.

Student Use of House and Amenities

4. Students placed in the Host Family's home will be welcomed into the home with the spirit that the Student is a new member of the family and will be treated like a family member. Specifically, Host Families agree to provide the following to each Student:

VIU HOMESTAY HOST LETTER OF AGREEMENT

- clearly written household rules, which will be discussed upon arrival and followed up on a regular basis to ensure the Student's understanding of such rules (see articles 5-6 below);
- reasonable use of the house and amenities as enjoyed by the Host Family's own children of similar age or, if no such children in the Host Family, as appropriate for someone of the Student's age;
- a clean, orderly, pleasant and safe living environment including a private bedroom (not used for any other purpose such as storage or guest room) with natural sunlight with a window suitable for egress as per the BC Building Code, and a dresser, closet, night table, lamp, bed, and desk or suitable area for quiet study (not required to be in the bedroom);
- access to a private or shared bathroom that is clean and hygienic with adequate fixtures that are in good repair;
- bed linens, blankets, towels, etc. for the student's use;
- use of family articles, such as laundry soap, toilet paper, etc. Student special requests or needs are not included and the student must pay for such items themselves;
- access to cleaning supplies and instructions for Students on their use to clean bedrooms and bathrooms;
- access to working laundry facilities within the home and clear instructions on usage;
- basic Wireless Internet access at no cost, subject to reasonable limits on data usage;
- a key to the house (and to their bedroom, if a lock is installed);
- where the Student is on a "homestay with meals" plan, meals will be provided as outlined in the "Meals" section below;
- where the Student is on a "homestay without meals" plan, clean working facilities (including appliances) for the student to prepare meals and clean storage spaces to store and refrigerate food;
- invitation for the student to partake in regular, ideally daily, family activities, outings and events which will familiarize the Student with the area, Canadian culture, and provide English language practice;

and on the understanding that each Student is responsible for:

- understanding, seeking clarification, and respecting all household rules as outlined in the written document provided by the Host Family;
 - all of their own mobile phone costs and contracts (NOTE: the Host Family is not permitted to include the Student in any of their own family packages nor sign any contracts on behalf of the Student);
 - all of the Student's own personal entertainment costs and personal supplies, including school stationery supplies;
 - purchasing their own toiletry articles and personal hygiene items, such as toothpaste, shampoo; and
 - arranging personal insurance coverage for their own possessions and belongings. Neither VIU nor the Host Families will be responsible for the replacement of any Student possessions that are lost or damaged.
5. The Host Family will provide each Student with a written copy of house rules, as well as a home orientation, and will complete all Homestay Homework with each Student, which is available online at <https://international.viu.ca/homestay/form/viu-student-ho>. The Host Family will also consistently, yet gently, inform and enforce all house rules as explained to each Student. The house rules are to be provided to the Program office upon request.
 6. The Host Family will orient each Student to household fire and earthquake safety procedures and include them in the Host Family written house rules. The Host Family will teach each Student to exit the home in an emergency, where to meet up and how to access 911 by using the dedicated call out phone (either a landline or emergency cell phone kept in an accessible location) in the Host Family home.
 7. The Host Family's house must have the number of working smoke alarms, and an accessible emergency exit and/or escape ladder, if applicable, near the student's sleeping area, as required under local government bylaws and/or provincial legislation.
 8. The primary language spoken in the Host Family home will be English.

VIU HOMESTAY

HOST LETTER OF AGREEMENT

9. The Host Family is not responsible for housing any Student's visiting family members (if any) unless otherwise agreed between the Host Family, the Student and the visiting family members. Any arrangement to house visiting family members is a private arrangement by the Host Family and does not involve VIU. Under the Program policies and rules, the Student is not to invite visitors/friends into the home to visit or study, or have visitors/friends stay overnight in their bedroom or elsewhere, unless given specific permission to do so by the Host Family.
10. The Host Family may expect each Student to share the same responsibilities of the Host Family and the general household as those held by the Host Family's children of similar age or, if no such children in the Host Family, as appropriate for someone of the student's age as determined by the Host. Such responsibilities may include, but are not limited to:
 - cleaning and maintaining the Student's individual bedroom space;
 - cleaning and maintaining private or shared bathroom space;
 - after meal clean-up;
 - laundry for the Student's personal belongings and bed linens; and
 - preparation of the Student's own breakfast and lunch with food provided by the Host (not applicable to Students on the "Homestay without Meals" plan).

Meals

11. For each Student, except those on a "homestay without meals" arrangement, the Host Family will provide a variety of nutritional, well-balanced food, which is accessible in their home so the Student can prepare breakfast and lunch for themselves. When possible, Host Families are encouraged to supply dietary staples from the Student's home country, but junk food, allergenic and diet-sensitive products such as dietary supplements, vitamins, lactose-intolerant or diabetic replacement foods are the responsibility of the Student to purchase. If eating out as a family, the Host Family is responsible for paying for the student's meal.
12. For all Students except those on a "homestay without meals" arrangement, the Host Family will provide dinner each night for their Student. Hosts and Students are expected to eat together as a family each night. Host Families are to communicate to their Students what time a Student is to inform the Host family when they will not be home for dinner.
13. The Host Family understands that Students participating in "homestay without meals" are responsible for:
 - purchasing and cooking all of their own meals;
 - discussing food preparation, food storage, and cooking schedules with host family;
 - cleaning their dishes, countertops, appliances, including the stove elements; and
 - discussing cleaning expectations of kitchen and shared spaces with host family.

VIU and THS Policies and Procedures

14. The Host Family will comply with all applicable VIU and THS policies and procedures including, but not limited to, the VIU Student Conduct Code Policy, the THS Student Code of Conduct, and the VIU Sexual Misconduct Policy, the latter as published and revised by VIU at <https://adm.viu.ca/sexual-violence-and-misconduct>.

VIU HOMESTAY

HOST LETTER OF AGREEMENT

Guidance and Supervision

15. The Program has students who attend THS and VIU. The Host Family agrees to provide guidance and supervision to the student that is careful, prudent and consistent with the student's age recognizing that the Host Family is neither the custodians nor legal guardians for any student.
16. If a Student is a THS student, the Host Family will ensure that:
- the THS student will never be left alone overnight without one of the undersigned present unless appropriate permission from the Program has been granted (see article 18 below);
 - the THS student obtains a signed permission form from the THS Principal (student's custodian) for any and all travel outside of Nanaimo with or without the Host Family;
 - the Host Family will call the High School Office when the student will be absent from classes;
 - the THS student will have an appropriate curfew as set by the Host family. House rules include the hours that students will be permitted to spend outside the home, especially in the evenings. Factors determining curfews include whether it's a school night or the weekend, what types of activities the student is involved in, and the ages of family members in the homestay.
17. The Host Family will communicate the following Program rules to each Student and stress that the Program rules must be followed in addition to the house rules:
- Abide by the laws of Canada;
 - Follow the VIU and/or THS Student Code of Conduct;
 - Not smoke or vape tobacco or cannabis inside the Host Family's home at any time. If the Student is a smoker/vaper the Student must discuss with the Host Family if there are areas outside of the home where smoking/vaping is permitted. If the Host Family does not permit smoking or vaping anywhere on their property, the Student agrees to respect this additional household rule;
 - Not use or possess illegal substances;
 - Not engage in sexual intercourse in the Host Family home; and
 - Be a full-time registered, and enrolled, student.
18. If for any reason, the undersigned Host(s) are planning to be absent from home due to vacation, travel, or other reasons while they are actively hosting a Student, the Host Family will notify the Program office no less than two (2) weeks prior to the absence, except in cases of emergency when the Host Family will give as much notice as is possible in the circumstances. Where deemed necessary by the Program office having regard to the age, maturity and cultural background of the student, suitable respite arrangements may need to be made for the duration of the absence. The Host Family, the Student, and the Program office, as detailed in the Hosting Experience Manual, must agree upon respite arrangements for the Student. The Host Family may be required to pay the respite host family or refund a portion of the homestay fee to the Student as provided in this LOA.
19. After receiving each Student's contact information, Hosts are required to write an email of introduction to their Student describing themselves, their family, interests and hobbies.
20. The Host Family will orient the student to the neighbourhood and Nanaimo, including public transportation, banking locations, nearby stores, and medical clinics.

VIU HOMESTAY

HOST LETTER OF AGREEMENT

Homestay Incident Communication Protocol

21. The Host Family will communicate promptly with the Program Coordinator/ Manager in the event of any concerns with respect to the conduct or well-being of the Student and will ensure that the Student receives timely medical attention as appropriate or required. The Host Family will follow the Homestay Incident Communication Protocol set out in Appendix B of the Hosting Experience Manual and ensure that major medical or health concerns regarding a Student are reported to the Program.

Alcohol and Cannabis Use

22. Concerning the storage and use of legal substances:
 - Host Family may keep legal substances such as liquor, cannabis, tobacco, and medical prescriptions in the home for their personal use, but must ensure that they are not accessible to the Student.
 - Abuse of alcohol and cannabis is not permitted by any participant of the Program and the Student and/or Host Family will be terminated from the Program if alcohol/cannabis is abused.

Limit on Number of Students and Non-VIU/THS Students

23. The Host Family will not accommodate any more than two homestay Students (whether enrolled in VIU, THS or elsewhere) at the same time without the express prior permission of the Program Manager, in writing.
24. The Host family is required to inform the Program office if they will be hosting an international Student in a private arrangement or through another institution at the same time as a VIU or THS Homestay Student.
25. The Host Family will not accommodate a high school and a university-level Student (whether enrolled in VIU, THS or elsewhere) at the same time without the express prior permission of the Program Manager, and the Principal of THS, in writing.

Termination of LOA or Placement

26. VIU has the right to terminate this LOA at any time without further compensation to the Host Family if this LOA is breached or, in the opinion of VIU, the homestay environment is for any reason no longer suitable. These circumstances include, but are not limited to, violations of this LOA; allegations or evidence of sexual misconduct, violence or threats of violence, or personal harassment or discrimination; theft or intentional damages to property; abuse of alcohol or other legal substances; possession and/or use of illegal drugs; violations of fire and/or building codes.
27. The Host Family will contact the Homestay Coordinator or Manager if the student is behaving in a manner non-compliant with the values and expectations of the Host Family home. If the student acts inappropriately in the home, the Host Family may ask for the discontinuation of the placement to be done as quickly as possible. Inappropriate behaviour includes, but is not limited to: abuse of alcohol or other legal substances, possession of illegal drugs or paraphernalia, sexual relations or sexual misconduct in the home, theft, and wilful damage.
28. The Host Family cannot terminate the placement before the expiry of the agreed term as set out in the applicable match letter without the prior approval of the Program Coordinator/Manager and a minimum of 30 days' written notice using a VIU Moving Notification Form.
29. Lack of 30 days' written notice for termination by the Host Family or immediate removal by Program Coordinator/Manager will mean that the Host Family may be required to reimburse VIU or the Student for the amount prepaid beyond the date the student moves out.

VIU HOMESTAY

HOST LETTER OF AGREEMENT

30. If the Program Manager decides it is in the best interest of the Student and/or the Host Family to move a student, the payment for the month in which the student moves will be determined by the Program Manager.
31. If the Host Family is unsatisfied with the decision of the Program Manager, the Host Family can request that the decision be reviewed by the VIU Director International Student Services.
32. Students may be temporarily or permanently transferred between homes at any time at the discretion of VIU.

Fee Payment and Host Financial Arrangements

33. It is expected that financial reasons are not the primary motivation for the Host Family's participation in the Program. VIU will pay a homestay fee to the Host Family and the specific terms relating to a particular student placement will be set out in the match letter. The VIU homestay payment terms are as follows, as of April 2019*:
 - The monthly compensation rate for hosting a VIU Student participating in homestay is \$850 for a Student who begins their stay from the first of the month to the end of the month regardless of the number days in the month and a nightly compensation rate of \$29 for partial months or short-term stays up to a maximum of \$850.
 - The monthly compensation rate for hosting a VIU Student participating in "homestay without meals" is \$500 for a Student who begins their stay from the first of the month to the end of the month regardless of the number of days in a month, with a nightly compensation rate of \$17 for partial months or short-term stays up to a maximum of \$500.
 - The monthly compensation rate for a THS Student participating in Homestay is \$925 (effective August 31, 2019) for a Student who starts their stay from the beginning of the month to the end of the month regardless of the number of days in a month, with a nightly compensation rate of \$32 for partial months or short-term stays up to a maximum of \$925.
 - In cases where the student will be paying the Host Family directly, VIU will normally pay out the first two months of fees collected. These payments may not align with the calendar months. The Host Family should expect to receive the first payment from VIU approximately 10 business days after the student's arrival.
 - If a student cancels their application with the Program within 10 calendar days of the original move-in date; the Host Family will receive \$100.
 - If a student cancels their arrival after their original move-in date, the Host Family will be paid for the period from their original move-in date up to a maximum of five days, after which VIU reserves the right to terminate the placement.
 - * please note: rates are subject to increase with advance notice.
34. If, due to an absence by the undersigned hosts, the Student is to be placed with another VIU host family, the Host Family will pay the nightly fee directly to the respite family as directed by the Program office. If the Student makes their own arrangements, the Host Family will refund the nightly fee directly to VIU or the Student, depending on who made the payment to the Host Family.
35. The Host Family must not sign any contracts involving finances, equipment, or other obligations on behalf of the Student.
36. The Host Family may not borrow money from, nor lend money to, a Student.

Damages

37. The Host Family may hold Students responsible for any outstanding bills, expenses or damages to the home or amenities, which can be directly attributable to the Student and excludes normal wear and tear. This includes bills or expenses that come to the family following the Student's departure from the homestay. The Host Family:
 - Must inform the Homestay Manager/Coordinator of damages caused by the student within one week of the damage or no less than 48 hrs of departure of the student, whichever is earlier, failing which the claim will not be reviewed by the Program office.
 - Will be required to fill out a Damage Claim Report with the Program office.

Initials

VIU HOMESTAY

HOST LETTER OF AGREEMENT

- If guests cause damage to the home or incur bills during their stay, the Host Family acknowledges that the Program office cannot facilitate reimbursement of these expenses.

38. The Host Family agrees to abide by the decisions of the Program Manager and/or Coordinator with respect to resolution of disagreements or disputes between the Student and Host, including damage claims and other financial settlements.

Insurance

39. VIU carries insurance for its benefit. VIU does not provide the Host Family with general insurance, liability insurance, nor property insurance for the Host Family home, personal belongings or Student damage. The Host Family must ensure they have adequate insurance coverage that includes the presence of the Student in the home.
40. VIU is not responsible for any damages caused by participants in the Program. In addition, the Host Family should not expect nor request that Students or their families (or agents) cover expenses or losses to insurance premiums above the amount of the host's insurance deductible whether or not the host chooses to make an insurance claim for the cost of repair.
41. The Host Family must make available a copy of their insurance policy/certificate upon request.
42. If applicable, written permissions from the homeowner, landlord and/or strata for the Host Family to host international students must be submitted to the Program office.

Ongoing Good Standing Requirements

43. The Host Family must provide the Program office with a Criminal Record Check/Vulnerable Sector Verification for each household resident who is 18 years and older before the signing of this LOA. All Criminal Record Check/Vulnerable Sector Verifications must be resubmit every three years. The Host Family must immediately report to the Program office if any individual in the home is charged with a criminal offense.
44. Hosts signing this LOA are required to attend a host orientation before receiving their first student and attend all additional required trainings, as requested by the Program office. Normally, Host Orientations must be attended by all signatories every 3 years, with additional training in between orientations.
45. The Host Family agrees that the premises will be open to inspection during the application process, as well as on demand with 24 hours' notice, and in the case of emergency, immediately. It is expected that the premises will be inspected at a minimum once every three years.
46. The Host Family agrees to notify the Program office of any changes to the information on the Host Family Profile provided to VIU, including plans to move, email address or phone number changes, the number of people living in the household, overnight guests over 18 years old, employment, health considerations that may affect the student, pets, renovations, and/or reorganization of the student's room.

Placements

47. The Host Family understands and acknowledges that VIU must rely to a great extent on the information provided to it by the students in their application process and VIU cannot guarantee the behaviour of the student. The Program Manager or Coordinator will attempt to make the most appropriate Student placement and cannot guarantee that all of the Host Family's preferences will be met nor that a suitable match can be made.
48. VIU cannot guarantee a Student will be placed with the Host Family every semester, and cannot guarantee how long a Student will remain in homestay. The fee schedule provided with the match letter includes the student's arrival or designated move-in

Initials

VIU HOMESTAY

HOST LETTER OF AGREEMENT

date and anticipated move-out date based on the Program, Semester, and Academic Year. A student or the Host Family can terminate a placement as described in this LOA.

Privacy

49. The Host Family will respect the privacy of the Student as described in the Hosting Experience Manual.
50. The Host Family consents to disclosure of the host(s) names(s), address, telephone number and e-mail address, and other required Host Family placement-related information to other host families, VIU, potential and assigned Students, and agent or institution affiliated with Student account. This information is confidential and only to be used in the event of an emergency, and is not to be used for any purpose not related to the Program.
51. Personal information about the Host Family in possession of VIU is bound by the British Columbia Freedom of Information and Protection of Privacy Act and will not be released to persons outside VIU administration without your written consent unless permitted or required by law.

Liability Exclusions

52. VIU does not guarantee the quality of the relationship between the Student and the Host Family or any other relationship.
53. The Program office will work hard to help and monitor placements, students, and hosts, but there can be no guarantee of security for the participants. The Host Family assumes any and all risks related to the participation in this Program and agrees to release and hold harmless Vancouver Island University, The High School at VIU, and their respective governors, officers, directors, employees, and agents (collectively, the "Releasees") from any and all claims for any injury, loss or damage, including injury, loss or damage caused by the negligent or intentional acts of the Releasees.

Governing Law

54. The Host Family agrees that this LOA will be governed by the laws of the Province of British Columbia and any dispute in any way arising out of their participation in the Program will be resolved in a British Columbia court.

Signing of Agreement

We agree to abide by the terms of this LOA and the Program's policies and procedures.

Host #1

Printed Name of Host #1

Signature of Host #1

Date

Host #2

Printed Name of Host #2

Signature of Host #2

Date