



High School Homestay Program Outline

At Casa, our goal is to Accommodate Happiness

SERVICE PROVIDED

Casa offers a homestay program for underage students enrolled in high school. This program is specific to high school students and is different than our conventional homestay program for underage attending ESL.

You can count on very similar policies and guidelines to our regular homestay; however, this program provides much greater oversight from the enhanced custodianship services and has tighter restrictions for the students. This is due to the students age and maturity levels, legal requirements, School Board requirements, and Casa's need and desire to provide higher levels of support for their health and safety and wellbeing. For the most part, items listed below are particular to the Casa High School Homestay Program, with the understanding that aside from the exceptions, regular Homestay Policies apply.

SUMMARY OF PROGRAM FEATURES

- Homestay with 3-Meal Plan, with special diet options available
- Enhanced Custodianship
- Welcome Orientation
- Monthly (or as needed) reporting
- Location within the school district
- Maximum of 2 students in the home. Both will be of different nationalities, and will be underage
- Emergency Line 24/7
- Specific Policies and Guidelines for both Students and Hosts
- Frequently Asked Questions document provided to student – designed to answer common questions in support students

FEATURES

Custodianship

Custodianship is required by law. The primary role of a custodian for the High School Homestay Program is to provide the student with support for their health, wellness and safety. The custodian will provide support to help the student in successfully adapting both to a new school and home environment.

Casa's enhanced custodianship package includes:

- Welcome Orientation
- 24/7 Emergency Line
- Consistent follow up to ensure student is adjusting to the homestay and academic program
- Monitoring Reports: Once per month provided to parents/guardians and additional as needed
- Liaising with school officials and representatives as needed
- Signing waivers for school related functions as needed
- Attend parent-teacher meetings as required
- Encourage students to take part in extra-curricular activities and community events and engagement with the host

Transfer

- Students are required to book transfer services for both pick up and drop off.
- There are 2 options for transfer service:
 - Regular transfer
 - For Parents or Guardians that have requested a UMS (Unaccompanied Minor Service) from the airline.
 - Pre-Arrival:
 - Parents/Guardians Pre-Pay for UMS
 - Parents/Guardians complete a form authorising 1 person to pick up the student at the airport.
 - On arrival:
 - The person authorized, will be at the airport to sign for the student.
 - Pre-Departure
 - Parents/Guardians Pre-Pay for UMS
 - On Departure
 - Driver drives to the airport with student and parks. Driver checks student in and fills out the form.
 - Many airlines ask driver to stay with the student till 45 minutes before departure time, requiring the driver to remain at the airport for 2-3 hours.

Homestay Conditions

- Maximum of 2 students per home.
- All homestay students staying in the home will be underage.
- Both students will be of different nationality.

Meal Plan

- 3-Meal Plan. 2-Meal Plan is NOT an option for this program.
- Special diet requests are available and must be made in advance at the time of booking.

Location

- The parameters set by the school board will be followed in reference to the “Catchment Area” Any interruptions such as construction, accidents or delays due to weather conditions are outside of our control.

Orientations

- Student participation in the Casa Welcome Orientation after arrival is mandatory. Details on date and time to be provided.

Mental and Physical Health Resources

- Our Casa Wellness Team is available to students in need. Additional Mental and Physical Health Resources will be provided to student. This can be found in our High School Homestay Program Student FAQ.

GUIDELINES AND POLICIES

Enrollment

- Students must be enrolled to attend High School within our service areas in Greater Toronto and Vancouver Areas.

Insurance

- Medical Travel and Liability Insurance is mandatory. This must be purchased in advance of travel and have an effective date of day of arrival in Canada. Ensure COVID-19 coverage is included.

Curfews

- Students are required to return to the homestay by 6 pm on school nights. Curfew is extended on non-school nights to 10 or 11 pm, depending on their age and maturity level.
- Students are required to advise host of whereabouts when not at school, and to provide means of contact.

Overnights away from Homestay and Travel

- The only overnight trips that are allowed are:
 - When the Host is with the student
 - School sanctioned activities with adult supervision
 - Approved in writing in advance by Casa and custodian
 - Overnights outside of the city also require written permission from the student’s parent or guardian.

- Travel outside the country is not permitted unless returning home for Summer or December Holidays.
- If student is going home during a break:
 - Up to 2 weeks: No refund of fees. Return to same Homestay.
 - More than 2 weeks: If the Host agrees, we may negotiate a room-stay fee with the Host. The student will be required to pack up their belongings and either take with them or place in a designated area of the home as directed by the Host. Reminder: we are not responsible for personal items lost and / or damaged under any circumstances.

English

- Students and Hosts are to speak English in the home.

Smoking, Alcohol and Drugs

- Smoking (cigarettes, vaping, marijuana), drinking alcohol, or the use of drugs (including marijuana) is illegal for underage and not permitted in the homestay, the school or anywhere while in Canada.

General Behaviour and Expectations of Students

- Abide by all the policies and guidelines for the Homestay High School Program.
- Abide by reasonable “house rules” as determined by Host.
- Engage with the host family and the school and seek out opportunities to become involved in the school and family life.
- Communicate regularly with their parent/guardian and with their host family and Casa custodian.
- Communicate significant issues or concerns to the host family, parent/guardian, Casa custodian, school: principal, vice-principal, teachers or counsellor.
- Attend Casa Orientation, classes and extra-curricular activities as assigned.
- Behave in a respectful manner and to be accepting a Homestay Host and Household members and other students, regardless of their: race, ethnicity, religion, physical and mental abilities, gender identity, sexual orientation, socio-economic status, age, image and opinions, all in accordance with applicable human rights legislation.
- Respect that most hosts will not allow the student to have guests.
- Respect the quiet hours.
- Obey Canadian laws.
- Fighting, bullying, teasing, acts of violence or aggression, harassment, discrimination, theft, property damage, disorderly conduct, any act causing danger or harm or potential to harm others, use of illegal substances, breaking Canadian laws, unpaid bills, and allowing unwelcome visitors are not permitted, and are all grounds for immediate dismissal without refund. Incidents will be reported to the police and legal action will be taken.
- Students are not permitted to drive.
- Students are to refrain from posting on the internet and on social media platforms any photographs, audio/video recordings or comments of or about the student’s friends, school, teachers and other school personnel, Casa representatives, Homestay Host and Household

members, Homestay Host family's relatives and friends, Homestay Host's home and items within the home, meals and snacks provided by the Homestay Host, without the prior knowledge of the people concerned or affected and their express permission.

COVID-19 Risk Mitigation (as per conventional Homestay)

- Students are required to be fully vaccinated.
- Students must follow all recommended restrictions and guidelines provided by local, provincial and federal Health Authorities.
- Students are required to advise Casa custodian, the host, and the school immediately if they are experiencing COVID-19 symptoms, have had contact with someone that tested positive for COVID-19, have tested positive for COVID-19, or have been advised by a health authority to isolate.

Personal Needs Accommodations (as per conventional Homestay)

- Advise CASA of any personal need accommodations wanted in advance on the application form. Please advise of personal need accommodations required due to any physical disability, mental impairment, learning disability, mental disorder or medical issue.

Food Allergies and Special Diet (as per conventional Homestay)

- Students must identify any food allergies and special diet needs in advance on the application in order to be accommodated.

Damages (as per conventional Homestay)

- All appliances and furniture are to be kept in their original condition. Guests are not allowed to remove, repair, paint or perform any other alteration of the home. If a guest causes any damage to the premises, furniture or the appliances, they will be charged the cost of its repair or replacement. This includes cost of replacing lost keys to home and changing the locks.

Moving (as per conventional Homestay)

- CASA may request that guests change homes for a variety of practical reasons (maintenance, logistics, availability, conflict etc.) CASA will provide notice and make every effort to ensure guest comfort and security. If a guest requests a move to another home, CASA will evaluate the situation according to availability and reasonable cause.
- Guest may request to change homestay family within 5 days of arrival with no extra cost. Cost of transfer is not included. CASA will evaluate whether the basis for a move is reasonable. Replacement fee applies for all other cases.
- For every change request CASA requires up to two weeks to do a homestay change. For emergency changes for health and safety, CASA requires up to 48 hours to do a homestay change.

Payment

- Students must book and pay for entire length of studies in advance.

Cancellation PRE-Arrival

- Placement Fee non-refundable
- Custodianship non-refundable
- First 4 weeks non-refundable
- Cancellation fee of \$300

*In the event of a Visa Denial: \$110 admin fee non-refundable.

Cancellation AFTER Arrival

- Placement Fee non-refundable
- Custodianship non-refundable
- 4 weeks notice period
- Cancellation fee \$300

Leaving the High School Homestay Program: Student Parent/Guardian Decision

- Notice must be provided in writing to Casa
- Cancellation policies will be applied
- Proof of new custodian must be provided

Leaving the High School Homestay Program: Casa Requirements

Our hope is that students will have cooperate with the policies and guidelines designed for a safe, comfortable, enjoyable and respectful stay for the student, as well as their peers, hosts and household members and members of the school and local communities.

Expulsion

If students fail to follow the guidelines our intention will be to first attempt to approach the student to review expectations with verbal and/or written reminders and written warnings.

The student will be expelled from the Homestay High School Program, if the student is expelled from the School Program, by the School Board or School Principal.

Fighting, bullying, teasing, acts of violence or aggression, harassment, discrimination, theft, property damage, disorderly conduct, any act causing danger or harm or potential to harm others, use of illegal substances, breaking Canadian laws, unpaid bills, and allowing unwelcome visitors are not permitted, and are all grounds for immediate expulsion without refund. Incidents will be reported to the police and legal action will be taken.

Expulsion may be considered for the breach of any policy or guideline. Severity and response to warnings will be considered within reason, however ultimately the decision rests with Casa.

Parent/Guardian Responsibilities

- Accurately complete the application and disclose all of the student's relevant information, such as medical conditions, to Casa and Casa Custodian so that we are fully able to support the student for the duration of the homestay.
- Be familiar with the Casa policies and guidelines and help ensure that the student abides by those expectations.
- Stay in regular touch with the student to monitor that the student is coping well with the pressures and stresses that come with living and studying in a new country and learning a new language. Report any significant concerns to Casa Custodian.

Documents Required:

All documents to be signed by student (if 16 years and above) and all parents/legal guardians.

- LOA from school
- Custodian
- Casa Registration Form
- Immunization Records
- Parent/Guardian general permission form
- Proof of Medical Travel Insurance

Thank you for considering our High School Homestay Program!

