

# Kootenay Lake - Homestay Handbook 2025/2026

Updated June 2024



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MISSION

Our mission is to inspire and support each learner to thrive in a caring learning environment.

## CONTACT

### Mail Address

- 811 Stanley St., 3rd Floor, Nelson, BC., V1L 1N8

### Physical Address

- LVR school lower building (room 012)

### Phone

- **250-505-7015**

### District Principal

- Kent Tamblyn [kent.tamblyn@sd8.bc.ca](mailto:kent.tamblyn@sd8.bc.ca) 1 250-354-3712

### Program Coordinator

- Shannon Ellis [international.coordinator@sd8.bc.ca](mailto:international.coordinator@sd8.bc.ca) 1 250-505-7015













### Homestay Contractor (KRS, SSS, JVH)

- Norman Eady [kootenay.homestayeast@sd8.bc.ca](mailto:kootenay.homestayeast@sd8.bc.ca) 1 867-332-7444

### Homestay Contractor (LVR, MSS)

- Kathy Stowell [kootenay.homestaywest@sd8.bc.ca](mailto:kootenay.homestaywest@sd8.bc.ca) 1 250-551-7409

### Communication Flow

Example	Urgency	Position	Contact
 Medical Emergency	Immediate	International Principal	 250-354-3712 <a href="#">Email</a>
 Illegal Activity	Immediate	International Principal	 250-354-3712 <a href="#">Email</a>
 Medical non-emergency	Business hours 9:00-5:00	Homestay Contractor	 Contact for Area School
 Problem Solving	Business hours 9:00-5:00	Homestay Contractor	 Contact for Area School
 Academic & attendance	Business hours 9:00-5:00	Program Coordinator	 250-505-7015 <a href="#">Email</a>
 Program Inquiries	Business hours 9:00-5:00	Program Coordinator	 250-505-7015 <a href="#">Email</a>

### Medical Emergency

- Attend hospital
- Contact International Principal (International Principal contacts agent and natural parents)
- Contact Assistance Team at 1-866-883-9787 [studentassist@studyinsured.com](mailto:studentassist@studyinsured.com) (available 24/7)
- Provide policy number (on wallet card)

### Non-medical Emergency

- Contact Maple Virtual Care via Phone

Or

- Attend medical clinic/hospital
- Contact Claims Team at 1-866-883-9485 ([studentclaims@studyinsured.com](mailto:studentclaims@studyinsured.com))
- Claim Team available Monday to Friday, 6 am to 2 pm PST.

## PLACEMENT

### Application

- Students apply well in advance.
- Indicate host family preferences, personal interests, and lifestyle.
- Provide a personal introduction.

### Match-Making:

- Homestay Contractor matches based on the application information and family profiles.

### Communication

- Placement confirmation involves communication between the Homestay Contractor, agent, and family.

### Introductions

- Homestay families and students communicate via email and virtual calls about a month before arrival.

## PRE-ARRIVAL

### Home Insurance

- Inform your insurer about the international student(s), ensure coverage for damages caused by the student, and check if the student's belongings are covered.
- Vehicle Insurance: A minimum of \$3 million in liability insurance is required.
- Criminal Record Check (CRC): Mandatory for all adults (19+) living in the home, including tenants and relatives. The Homestay Contractor provides access for a free online check. CRCs must be renewed every five years, with an annual Offence Declaration.

### Household Safety

- Ensure smoke detectors and fire extinguishers are installed, and an emergency escape plan is prepared.
- Ensure legal egress from student bedroom.

### Household Preparation

- Prepare the students' room with the necessary furniture, bedding and consider a mattress cover.
- Provide an extra key, familiarize yourself with local transit for the student, and ensure understanding of homestay guidelines.
- Connect with the student before arrival, including email communication and a virtual meeting with the whole family.
- Register students for school bus if necessary.
- Install WhatsApp for efficient communication.
- Avoid advising on travel or immigration matters, direct questions to the appropriate authorities.
- Attending pre-arrival virtual meetings and prepare a welcome banner for the student's arrival.

## ARRIVAL

### Airport Pickup

- Homestay families are responsible for picking up their students from the airport or designated location.
- Flight information is provided by the Homestay Contractor in advance.
- Ensure communication with the student via WhatsApp or another method before their arrival in Canada.
- Meet students inside the airport with a visible Welcome Sign for easier identification.

### Unaccompanied Minors (UM)

- Younger students may fly as Unaccompanied Minors, with specific airline regulations.
- Homestay families should bring ID (e.g., Driver's License) for UM pickups.
- Assist UM students at check-in and with airline forms.
- Follow airline procedures for handing off UM students to airline staff and remain at the airport until departure.

### Understanding

- Culture shock is a common psychological process when encountering a new culture.
- It involves four stages: Honeymoon, Distress, Adjustment, and Integration.
- Symptoms include boredom, withdrawal, feeling isolated or helpless, and undue criticism of local customs.

### Stages

- Honeymoon Stage: Initial excitement and curiosity about the new culture.
- Distress Stage: Reality sets in, cultural differences become frustrating, and students may feel isolated or disengaged.
- Adjustment Stage: Gradual adaptation and developing a balanced view of the experience.
- Integration Stage: Acceptance and enjoyment of the new culture, feeling confident and relaxed.
- Re-entry Shock: Upon returning home, students may find it different from what they remembered, experiencing new distress.

### Coping

- Recognizing the stages and feelings as normal is crucial for coping.
- Homestay families and contractors are available to support students through these stages.
- Not all students experience every stage, and adaptation varies individually.

### Support

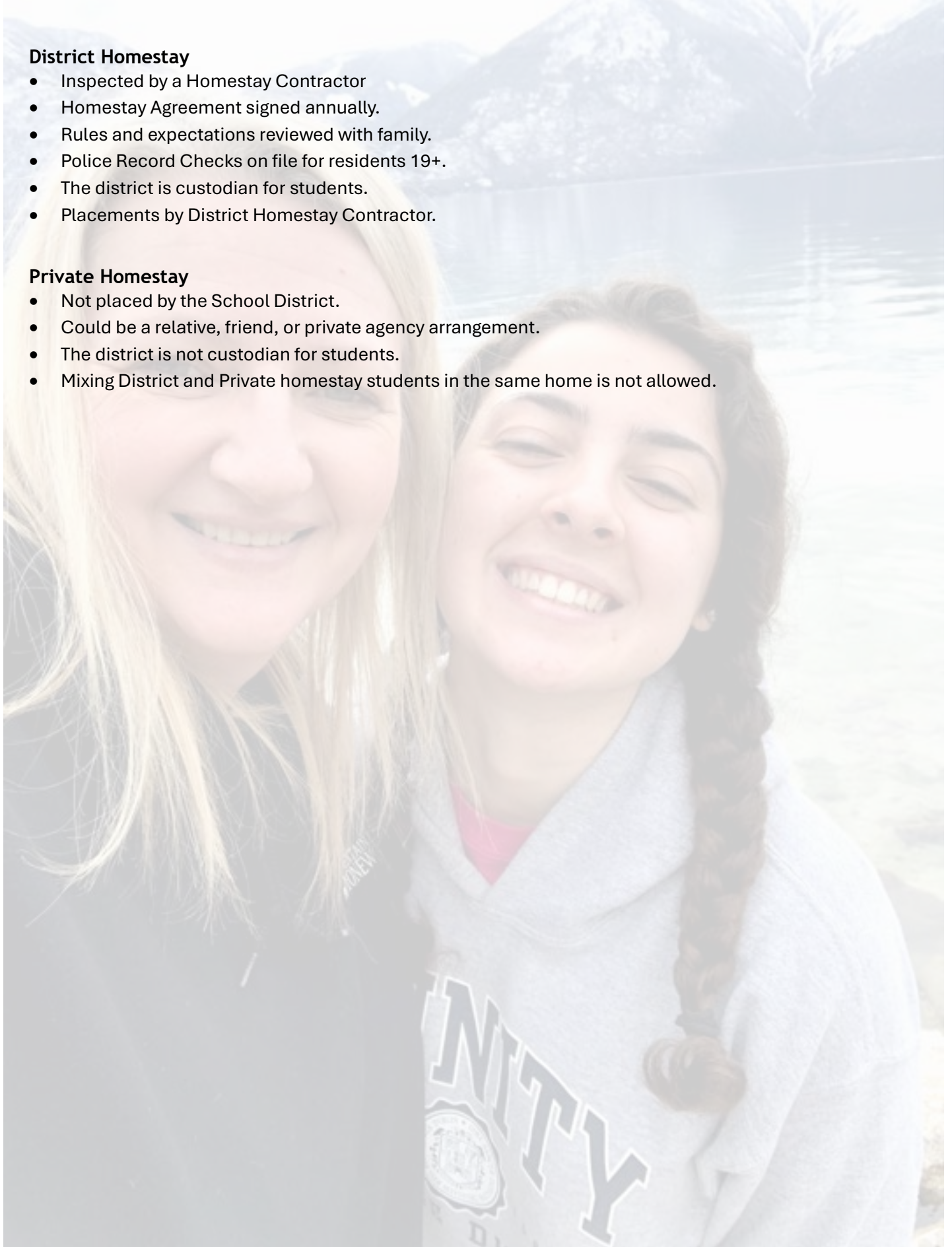
- Encourage students to connect virtually with natural parents.
- Use Stay Healthy School (mental health support service).

### **District Homestay**

- Inspected by a Homestay Contractor
- Homestay Agreement signed annually.
- Rules and expectations reviewed with family.
- Police Record Checks on file for residents 19+.
- The district is custodian for students.
- Placements by District Homestay Contractor.

### **Private Homestay**

- Not placed by the School District.
- Could be a relative, friend, or private agency arrangement.
- The district is not custodian for students.
- Mixing District and Private homestay students in the same home is not allowed.



## ORIENTATION

### First Day

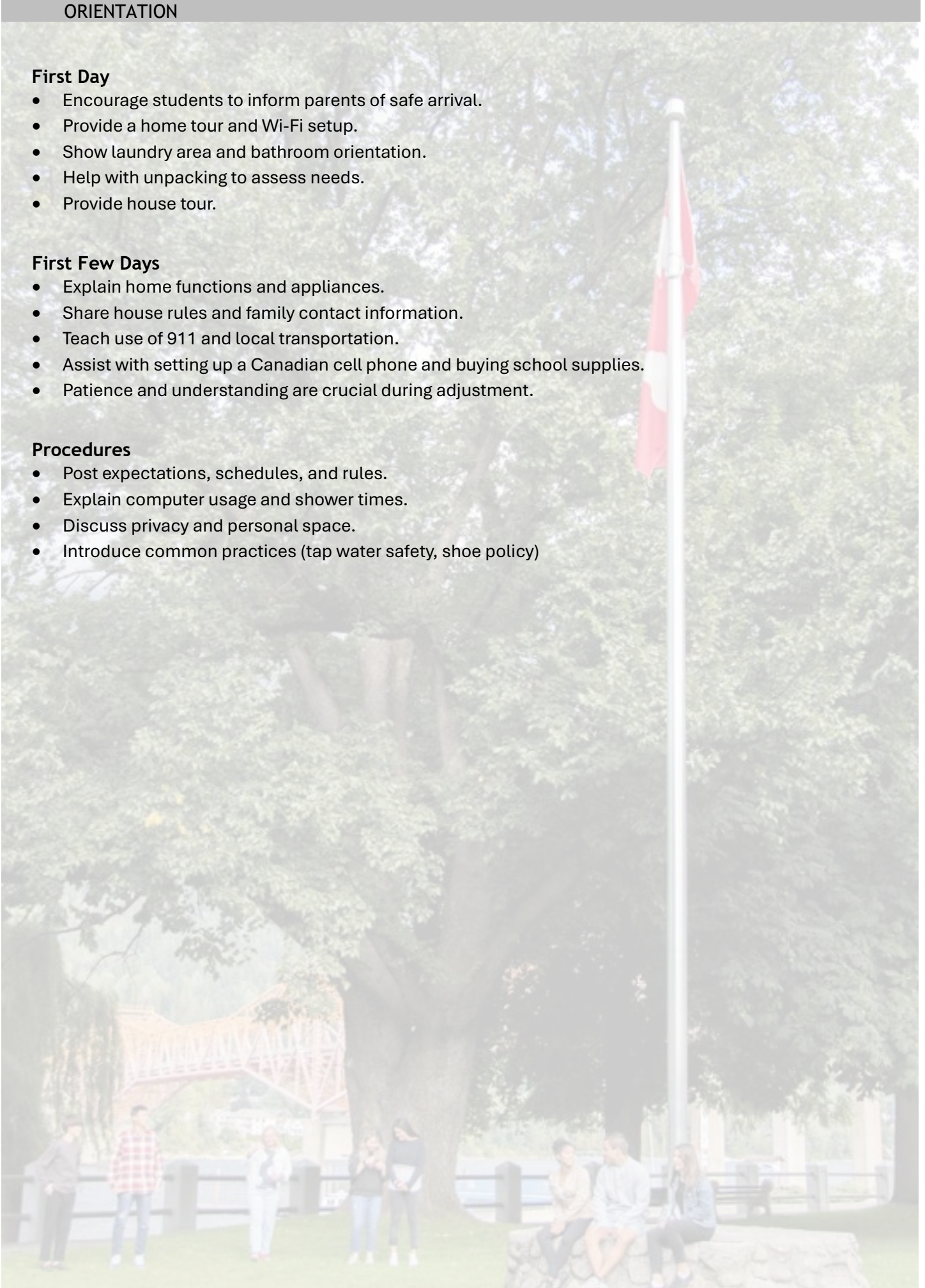
- Encourage students to inform parents of safe arrival.
- Provide a home tour and Wi-Fi setup.
- Show laundry area and bathroom orientation.
- Help with unpacking to assess needs.
- Provide house tour.

### First Few Days

- Explain home functions and appliances.
- Share house rules and family contact information.
- Teach use of 911 and local transportation.
- Assist with setting up a Canadian cell phone and buying school supplies.
- Patience and understanding are crucial during adjustment.

### Procedures

- Post expectations, schedules, and rules.
- Explain computer usage and shower times.
- Discuss privacy and personal space.
- Introduce common practices (tap water safety, shoe policy)



## EXPECTATIONS



### Food

- Eat as a family regularly.
- Provide balanced meals.
- Involve the student in grocery shopping.
- Clarify breakfast and lunch preparations.
- Cover student's meal costs when dining out as a family.

### Bedroom/Bathroom

- Keep areas tidy.
- Explain shower use and bathroom cleanliness.
- Discuss privacy norms and respect.
- Knock before entering.

### Hygiene

- Address hygiene topics sensitively, considering cultural differences.

### Laundry

- Schedule laundry times and instruct on machine use.

### Wi-Fi

- Students provide their own computer.
- Provide Wi-Fi password.
- Internet service is a host responsibility (with usage guidelines).

### Religion

- Respect religious beliefs.

### Chores

- Clarify chores.

### Pets

- Students are not responsible for pet care.
- Students are not allowed to bring pets into homestay.

### Cell Phones

- Students manage their own phone costs.

### Curfew

- Clarify curfew times.
- District can provide recommended guidelines.



### **Banking**

- Assist with bank account setup.

### **Internet**

- Regulate internet and gaming times.

### **Drugs and Alcohol**

- Strictly prohibited.
- Immediately sent home if found using/possessing.

### **Sleepovers**

- Homestay permission required for sleepovers.

### **Dating**

- Meet dating partners in advance.
- No partners in bedrooms.

### **Damage**

- Students responsible for willful damage

### **Employment**

- Prohibit students from paid employment.

### **Learning**

- Ensure regular school attendance.
- Monitor grades through the School District's online grade system.
- Inform District Principal of truancy or academic concerns.



## CONDUCT

Student misconduct leads to progressive logical consequences as seen below.

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### Disrespect

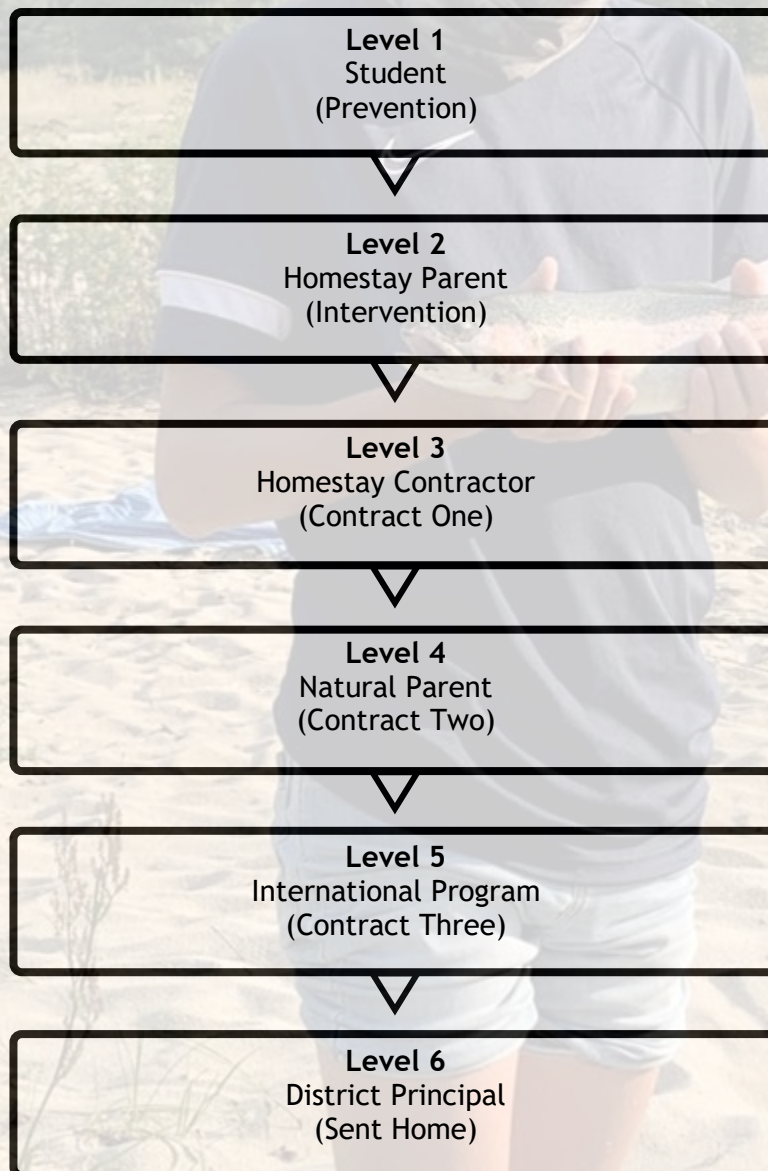
- Self
- Environment
- Others

### Behavior

- Dishonesty
- Bullying
- Violence
- Defiance

### Banned Substances

- Tobacco, vaping
  - Illegal drugs
  - Alcohol
  - Explicit materials
- 



## TRAVEL

### Expectations

- Students need to submit a travel request form for overnight trips outside the community and day trips over 500km of their homestay.
- Travel forms available online (due 1 week before travel).
- Travel only with approved adults (25+, with ID) typically during school vacations.
- Students travelling unaccompanied must have District and Natural Parent approval.
- Notification follows travel form approval/denial.

### USA

- A District Travel Form is necessary for US visits.
- Most need a US Visitor's Visa (check visa expiry if applicable).
- When traveling, bring necessary documents including passport, study permit, acceptance letter, parental travel consent, and insurance cards.
- ESTA and visa requirements should be checked in advance for those traveling.

### Supervision

- International students must not be unsupervised overnight.
- Options for respite include an adult (25+, with Police Check) at home or another homestay family with coordination and payment arrangements.
- District must approve all respite arrangements.

### Extracurricular Activities

- Participation in extracurricular activities is optional, with costs borne by students.
- Homestays discuss transport but are not required to drive students to all practices/events.
- High-risk activities require parental consent.
- The International Program organizes free monthly activity field trips.
- School field trips have varied risk levels, affecting who must sign permission forms.
- Special non-school sanctioned events need Homestay, and District approval with completed permission forms.

### Visitors

- No natural parent overnight stays in homestays
- Agent visits require District permission.
- Inform students and Homestay Contractor about long-term guests and adhere to guidelines.

### Student Moves and Dismissals

- The district can move students with communication from Homestay Contractor.
- Moves can be non-emergency (varied reasons) or emergency (immediate issues), with financial details managed case-by-case.
- Homestay stipend follows the student in cases of a move.
- Dismissals managed by District Principal with immediate moves facilitated as necessary.

## Airport Transportation

- Homestays arrange arrival/departure transit from the airport.
- Alternative arrangements require notifying the Homestay Contractor.
- Mid-program trip costs are student's responsibility, payable directly to homestays.

## Transit (non-local airport)

- The process for establishing student transit to non-local airports is as follows:

### Agent

Consults with Program Coordinator prior to booking non-local airport  
Emails Program Coordinator request for non-local airport transit/accommodation quote

### Program Coordinator

Reviews request  
Emails agent a non-local airport transit/accommodation quote (may include shuttle and hotel)

### Agent

Reviews non-local airport transit/accommodation quote  
Emails confirmation to accept fees or pays fees  
Books non-local airport

### Program Coordinator

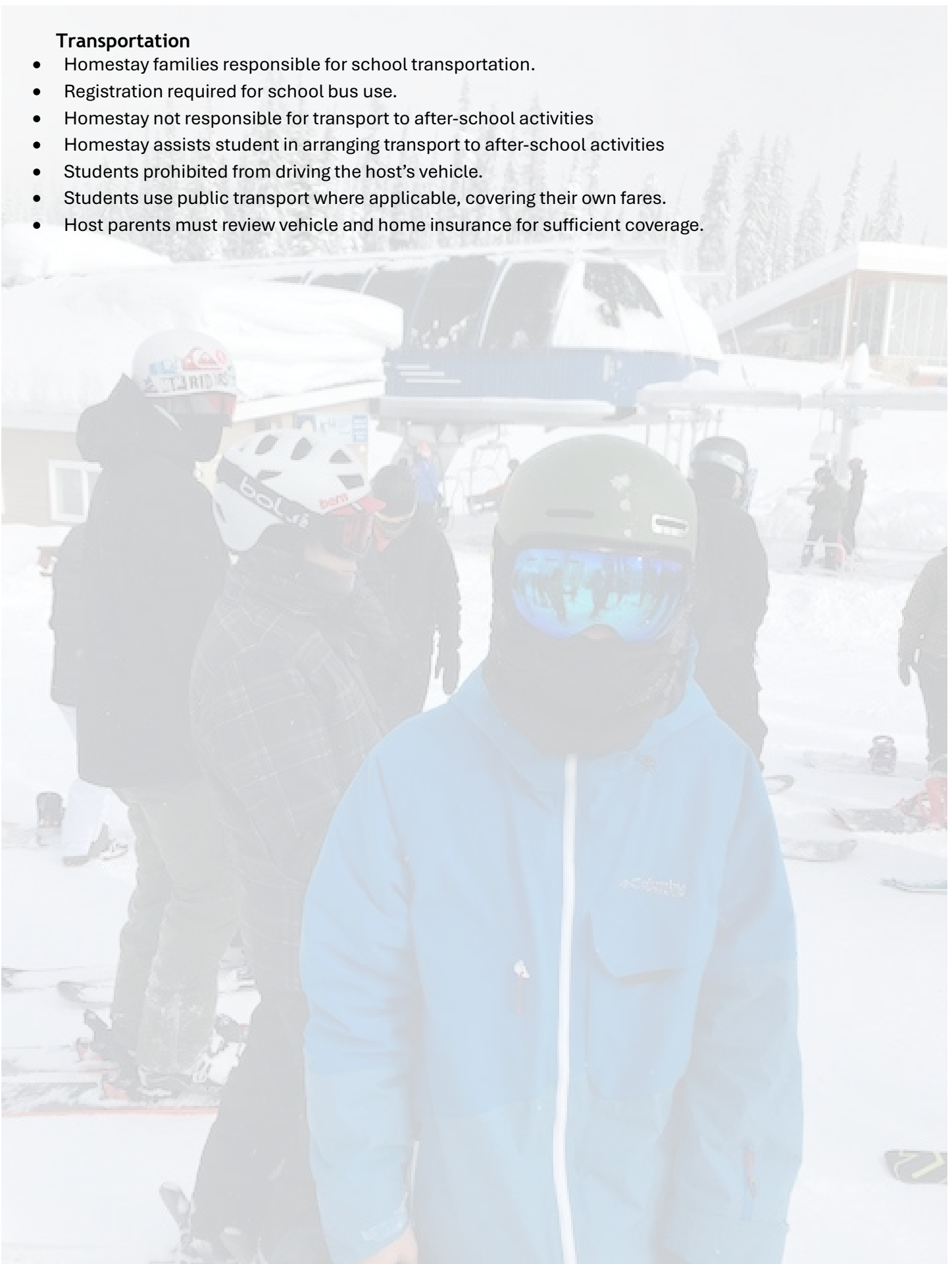
Arranges transit and accommodation  
Forwards transit and accommodation itinerary to agent and homestay family  
Agent forwards transit and accommodation itinerary to natural parents

### Homestay Hosts & Students

Hosts help prepare student for transit departure  
Students be ready for shuttle pick up (bags packed, travel documentation ready)

## Transportation

- Homestay families responsible for school transportation.
- Registration required for school bus use.
- Homestay not responsible for transport to after-school activities
- Homestay assists student in arranging transport to after-school activities
- Students prohibited from driving the host's vehicle.
- Students use public transport where applicable, covering their own fares.
- Host parents must review vehicle and home insurance for sufficient coverage.



## MEDICAL

### Insurance

- Short-term (<6 months) students have StudyInsured coverage for emergency care, prescriptions and paramedical services.
- Long-term students initially fully covered by Study Insured, then MSP after 3 months and StudyInsured becomes top-up insurance for prescriptions and paramedical services.
- Returning students continuously covered by MSP.
- The ISP office manages insurance applications.

### Maple Virtual Care

- Offers 24/7 access to doctors via text or video, with no claim submissions needed.
- Registration requires policy number and birthdate.

### Emergency

- Notify Homestay Contractor immediately for emergency/clinic visits.
- Collect and share all medical documents with Studyinsured through the International Program office.

### Mental Wellness

- 24/7 mental health support through iConnectYou app or call.

### BC Medical Services Plan (MSP)

- Students receive an MSP Medical Card.
- Students always carry the Medical Card.

### Travel Coverage

- StudyInsured covers international but not home country, except for SD8 school programs.
- MSP covers in BC; StudyInsured needed outside BC.

### Vaccinations

- Homestay parents cannot consent to vaccinations; contact Homestay Contractor.

### Dental Care

- Students pay for dental care, with limited emergency coverage.

### Emergency

- In an emergency, homestay parents should either call 911 or take the student to the hospital.
- Notify the Homestay Contractor immediately.
- Homestay parents must stay with the student at the hospital until further notice.

### Missing Student

- If the student misses curfew without contact:
- First, call the student's cell phone.
- If unsuccessful, call the student's friends and other homestay parents.
- Contact the Homestay Contractor for guidance.
- Call the Nelson City Police or RCMP at 604-532-3200 if needed.

**Stipend**

- Paid bi-monthly, not taxable.
- Payment via bank deposit.
- Stipend adjustments for student moves or early departures.
- \$33/night to another homestay for respite care; paid directly by the homestay to the respite

**Changes**

- Fee adjustments made for early departures or extended absences.

**Early Placements and Extensions**

- \$33/night rate for early arrivals.
- Students should not stay beyond June 30; custodianship ends.

**Summer Storage Fees**

- \$50/month for summer storage, payable in advance.
- Homestay and student responsibilities for packing and storage detailed.



## CHECKLISTS

### Pre-Arrival

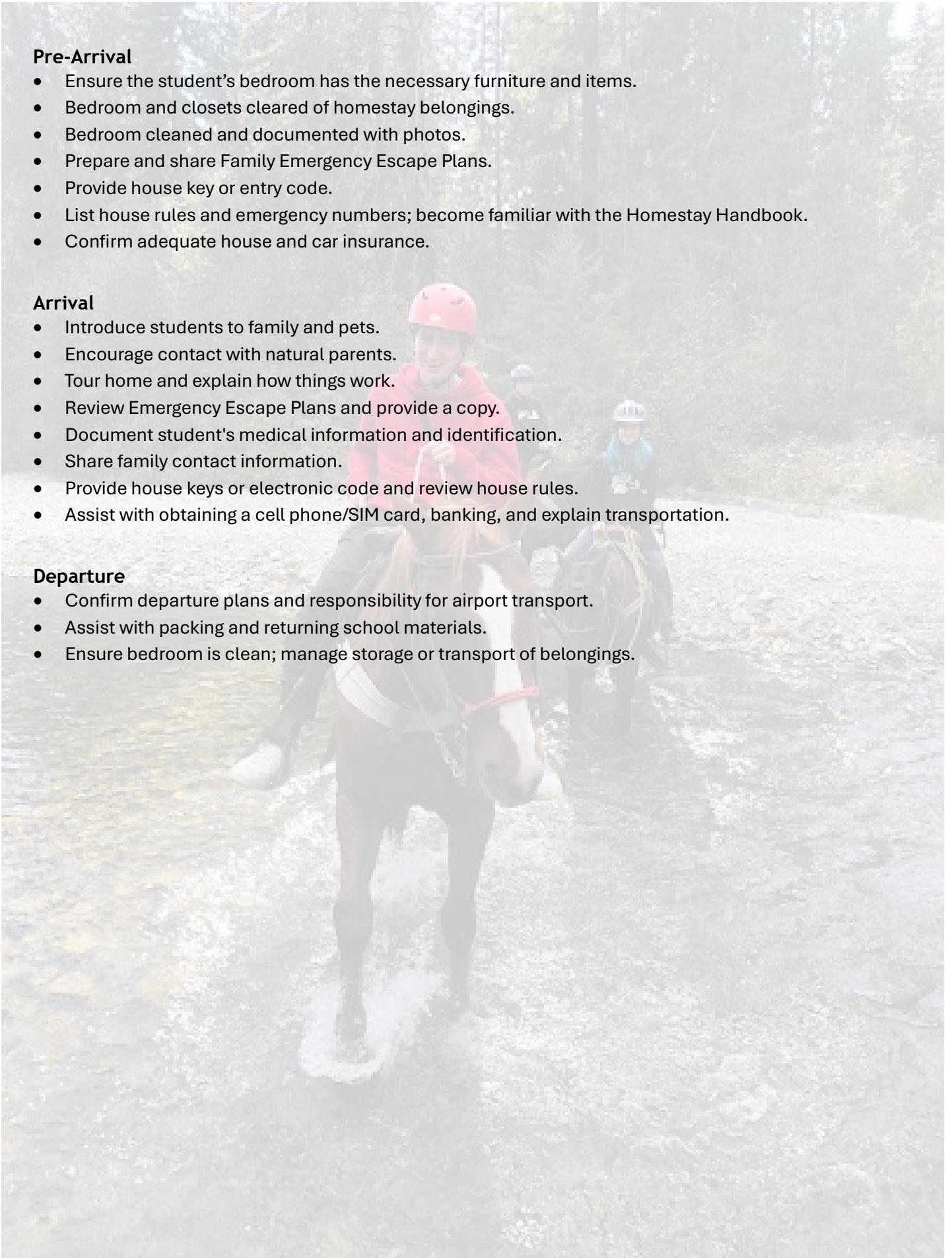
- Ensure the student's bedroom has the necessary furniture and items.
- Bedroom and closets cleared of homestay belongings.
- Bedroom cleaned and documented with photos.
- Prepare and share Family Emergency Escape Plans.
- Provide house key or entry code.
- List house rules and emergency numbers; become familiar with the Homestay Handbook.
- Confirm adequate house and car insurance.

### Arrival

- Introduce students to family and pets.
- Encourage contact with natural parents.
- Tour home and explain how things work.
- Review Emergency Escape Plans and provide a copy.
- Document student's medical information and identification.
- Share family contact information.
- Provide house keys or electronic code and review house rules.
- Assist with obtaining a cell phone/SIM card, banking, and explain transportation.

### Departure

- Confirm departure plans and responsibility for airport transport.
- Assist with packing and returning school materials.
- Ensure bedroom is clean; manage storage or transport of belongings.



## SUMMARY

### Student

- Follow curfews.
- Show respect.
- Keep areas tidy.
- No food, drinks, in bedroom.
- No dating partners in the bedroom.
- Participate in family dinners and clean up after kitchen use.
- Avoid using internet after 11 pm.
- Never possess or consume alcohol, drugs, tobacco, or vaping products
- Students take responsibility for homestay damages.

### Homestay

- Provide contact information.
- Ensure clean environment.
- Provide meals.
- Enable house access.
- Establish and enforce reasonable rules.
- Set online access boundaries.
- Establish curfew.
- Help with homework, medical issues, and transportation needs.
- Communicate changes in the home to the Homestay Contractor.

