



Centre of English Studies

WELCOME TO YOUR HOMESTAY

Brief Overview Of The Program

School: (+1) 416-968-1405
Homestay Office: (+1) 416-480-0678
Homestay Emergency Phone: (+1) 416- 888-9282
Homestay Email: homestaytoronto@ces-schools.com

Introduction:

Homestay offers you the chance to fully experience Toronto's multicultural families and diverse cultural heritage. You'll get to live in a Toronto home, experience your host's food, and observe local family dynamics. Participating in conversations and interactions with your host family, and your school peers, will make your Canadian experience more comprehensive and enjoyable. Engaging with different cultures and traditions can broaden your perspectives, enrich your understanding of the world, and enhance your English skills.

- Each home has been carefully chosen.
- Remember, every homestay is unique.
- Homes in the city's core are generally smaller and older compared to those located further away.
- Basement rooms are common living spaces in Canada.
- Please remember that your homestay is someone's home. Kindly show respect and consideration toward people, property and rules of the home.

Meal Plans:

In North America, meals are structured differently compared to some other cultures. Dinner is the largest meal of the day. Typically, it is a cooked meal, providing a sit-at-a-table setting. Breakfast is a small, self-serve meal. Common breakfast options are toast, cereal and/or fruit. Lunch is a smaller, on-the-go meal. A common lunch is a sandwich, a piece of fruit, and a drink. It is also common in North America to have "leftovers" for lunch. Leftovers are the food from dinner the night before.

- **2 Meal Plan:** Breakfast and Dinner. Lunch is your responsibility.
- **3 Meal Plan:** Breakfast, Lunch and Dinner. This meal plan includes a packed lunch in addition to breakfast and dinner. Families provide a sandwich, a piece of fruit and a drink for lunch.

Notes about the meal plans:

- The same meal plan applies to the whole duration of your stay.
- It is important to let your host know about your food preferences and any specific likes or dislikes, as well as food allergies or dietary restrictions. Specialized diets, such as vegan, vegetarian, lactose free, gluten free or halal are an option at an additional cost.

- Snacks are not part of your meal plan, however, you are welcome to purchase your own snacks. Please check with your host where you can store the snacks you purchase.
- If you know you will be coming home late or missing dinner, please inform your host no later than 3:00 PM, or by the time set by your host. Please inform your host if you wish to have dinner after you come home or if you will eat out.

Your Bedroom:

It is important for both students and host families to respect each other's privacy and not enter each other's bedrooms without permission. However, hosts may enter the rooms if they suspect electrical appliances are left on, food is stored in the room or food leftovers are disposed of in your bedroom's garbage bin, your bedroom window is open while heating or air-conditioning is on, or your room is dirty.

- Students are responsible for keeping their bedrooms clean and tidy. Please empty the garbage bin regularly.
- Please avoid eating or storing food in your bedroom as it may attract insects and create unpleasant odors.
- Please turn your bedroom light off when you are not in the room, and keep the window closed at all times when heating or air-conditioning is running.
- You are welcome to use the common areas in the house, but it is crucial to show respect and clean up after yourself.

Houseguests and Housekeeping:

- Before inviting any guests to visit your homestay, make sure to ask for permission in advance.
- Overnight stays for guests are not allowed in homestay accommodations.
- Do not spend the night at another homestay. It can negatively impact both homestays.
- You are not expected to babysit or do housework like vacuuming or mopping, however, it is encouraged for students to help with simple tasks during mealtime, such as clearing the table and putting away the dishes. This helps create a cooperative and respectful environment in the homestay.

Bathroom Etiquette:

- Your host family will provide items like towels and hand soap.
- Students should bring their own toiletries. These are products you use for your personal hygiene and grooming. Some examples are: toothpaste, shampoo, conditioner, makeup, makeup remover, shower gel, body lotion, deodorant, shaving gel, razor, etc.
- Showers should be kept to a maximum of 10-15 minutes.
- After using the bathroom, please make sure to dry the floor and sink area. Also, remove any loose hairs from the shower and sink.
- Ladies should dispose of tampons and sanitary pads in the garbage, wrapped in tissue or the pad's packaging.
- Please be mindful of your toilet paper usage. Excessive amounts of toilet paper will plug the toilet.

Laundry:

- Please only do laundry if you have a full basket. Laundry is commonly done once a week. Your host will provide a laundry basket and laundry detergent for you.
- If your host lives in an apartment building where coin-operated laundry is the only option, your host will cover the cost of your laundry.
- Typically, your host will handle your laundry for you, but you may ask if they are comfortable with you doing your own laundry. If so, kindly request the host to demonstrate the proper use of the machines.

Internet:

- Please be aware that each homestay may have a different internet package, varying in data limits and download speeds. It is important to be considerate and respect the usage restrictions.
- You cannot use your host's computer, tablet, or phone. Please ensure you have your own device to access the internet.
- Downloading is not permitted. Only streaming is allowed.

Vacations:

- If you are planning a day trip and are on a 3-meal plan, please do not forget to take your lunch with you. Kindly inform your host whether you will be returning for dinner.
- If you are planning a longer trip, please notify your host and school.
- In the event that your host is going on vacation, please inform the Homestay department. Alternative homestay arrangements may be necessary.

Counseling/Moves:

If you feel that your Homestay is not suitable for you, please contact homestay office at homestaytoronto@ces-schools.com.

- The homestay counsellor will go over your concerns with you and will work with you and your host family on finding a solution.
- If the move to another homestay is warranted, the logistics of it will be discussed with you. A move from one homestay to another is a carefully orchestrated process that may take up to two weeks to execute.
- Immediate moves will only be arranged in special circumstances, subject to approval by your agency and school.
- For cancellations of originally booked homestay duration, a written 2-week cancellation notice applies. You need to inform CES, your agency, and your host family.

Health:

If you are experiencing any physical/mental health issues, it is important to seek help.

- Contact your health insurance provider to get a referral to a doctor or specialist.
- Inform your parents, your agent, and/or a certified professional about your situation.
- If you get sick with a cold, flu, COVID-19 or another contagious disease, you need to wear a mask and minimize physical contact with your host family. Please make an effort to disinfect surfaces after yourself in common areas you use, such as a bathroom, kitchen, living or dining room. Your host family may request that you take a COVID-19 test.

Final Reminders and Key Points:

- The legal age to drink and smoke (alcohol, cigarettes, vaporizers, and marijuana) in Ontario is 19 years old.
- Smoking and drinking alcohol are strictly prohibited inside the homestay. If you are a smoker, kindly smoke outside the premises. Please be mindful of your surroundings as hosts may be sensitive to cigarette smoke or the smell.
- It's important to note that many hosts are not comfortable with students who smoke marijuana. Choosing to do so may have a negative impact on your homestay experience.
- Your host should give you a key to the premises on the first day. Should they forget to give it to you, please do remind them of it. Please make sure you return the key to your host on the last day of your stay. If you lose the key, you will be responsible for replacing it or paying for the replacement.
- If you wish to stay longer in your homestay, please inform your host, agency and CES a minimum of three weeks prior to your homestay end date.
- Your host should not discuss money matters with you. If this happens, please inform us.

- Please forward any questions you may have about payment or refund to CES or your agent, not your host family.

We want to assure you that your comfort and well-being are important to us. While we strive to provide the best possible experience, we understand that challenges or concerns may arise. Please don't hesitate to reach out to us if you need assistance or have questions – we are committed to making your homestay experience as enjoyable as possible.