



## HOSTING GUIDELINES

### WHAT YOU NEED TO PROVIDE

- A bedroom
- Bed, bedding, wardrobe and drawers.
- Breakfast, packed lunch and dinner, Monday – Friday, three meals a day in weekends, school holidays and public holidays
- A quiet space for studying and adequate lighting where the student has access to a desk, chair and lamp
- Regular washing and drying of student's laundry
- Heating of student's room in cold weather
- **Most important is a warm and supportive environment where the student is fully included in your family life.**

### EVERYDAY ROUTINE

- Your student should be encouraged to participate in your family life as much as possible. Please make your family routine clear to your student, including bed times, meal times and the other family activities. It is helpful to write these things down and give them to your student.
- Please encourage your student to help you with small tasks, for example doing dishes, setting the table, helping to serve dinner or preparing food (i.e. to take a similar role as other family member, excluding more weighty duties!).
- Also, please encourage your student to use the appropriate manners. Sometimes behaviour that we consider to be rude is quite polite in another country.
- Students with low level English ability may need you to actually **show** them how things work in your household, rather than only being told. It may be helpful to write down some things that you expect of them (e.g. to be told contact details and return times when your student goes out or when your student should put out sheets to be washed). You may need to show some things more than once.
- Some students may feel nervous about joining you in the living room, worry that they are disturbing you and keep to themselves in their rooms. Some may need a bit of encouragement to socialise with you.
- Please try to be patient with your student. Talk clearly and in simple sentences to your students who have limited language skills and avoid raising your voice. Remember that students often can understand more of what they hear than they can actually say themselves. However, you also need to be aware that miscommunication is the reason most issues occur. Even if you think your student has understood, they may well have understood something entirely different. Please use our native speaking counsellors if you see a situation developing. Often a quick phone call to make sure everything is understood is all that is needed to get things back on track.



## MEALS & FOOD

- The Homestay must provide 3 meals a day, including snacks.
- Please provide the same food that your family usually eats, and snacks if the student is hungry between meals.
- Your students should be encouraged to clean up after themselves. If members of your household usually get their own breakfast, please make this clear to your student and show him or her what is available and how to prepare it.

## BEDROOM

- Please show your student where in the bed to sleep (some will have not slept between two sheets before) and how to use the electric blanket or hot water bottle. If possible provide a spare blanket within easy reach. We recommend that your student be given a hot water bottle rather than an electric blanket, as many are not used to turning on an electric blanket before they sleep or may leave it switched on all day!
- Please teach bed making at an early stage of your student's stay.
- Please tell your student when to put the bedding out to wash.
- Please make clear that the room you provide for your student is his/her responsibility to keep clean and tidy.
- Please ensure that other members of your family do not enter your student's room unless invited. This is particularly applicable if you have young children. Your student may enjoy playing with children but probably will not be able to say assertively when he/she wishes to be alone. Even if you ask your student if everything is fine, he/she will probably say "yes" but the true feeling may be the opposite.

## SHOWER OR BATH & HYGIENE

- You need to explain and show how your hot water system works. Tell your student the most convenient time to have a shower or bath for daily hygiene.
- Please explain our way of having a shower or bath. This includes the way to use shower door or curtain, taps and bathmat. Also say how long he/she may spend in the shower. If you have a hot water tank, show it to your student.
- You will need to **show** your student what he/she may use in the bathroom and where to hang towels.
- You will need to show female students where to put used sanitary items for disposal.
- If your toilet has a handle for flushing rather than a button, you may need to demonstrate how to flush it when you are showing your student around your home.

## WASHING CLOTHES

- Please wash your student's clothes together with your families' washing unless some other agreement is made. For example, some students (especially girls) prefer to hand-wash their own underwear. You could advise where they can wash and hang the clothes to dry. Please respect any cultural sensitivity in this area.



## USE OF TELEPHONE

- It is the host family's role to make rules about international and mobile phone calls and check that your student follows them.
- Your student will have instructions on how to make collect calls to their home country.
- If your student wants to make an international call, please make sure that he/she makes collect calls or uses a call card. Many students choose to use telephone cards as a cheap and convenient way of making calls. Cards are available from most dairies or many supermarkets. If not, please make sure that your student knows the toll charge rate so you may be reimbursed, or call the operator for a price required call.
- We suggest that you and your student note what calls are made and when in a notebook.
- It is recommended that you request an updated statement from your communications provider before your student is leaving.

## WHEN YOUR STUDENT WANTS TO GO OUT

- Your student should abide by whatever rules you set regarding this as a member of your family.
- Please ask where your student is going, a contact phone number and what time and how they will be coming home.
- If your student asks to stay out overnight, please ask for a contact name and telephone number (home preferably).

## HEALTH

- It is compulsory for students to take out travel health insurance policies for the period they are in New Zealand.
- When he/she needs a doctor or a dentist, contact your family doctor or dentist. Your student will pay for the visit and can claim the money back from the insurance. Please remind him/her to get a receipt.

## PUBLIC TRANSPORT

- Please make sure your student knows what type of transport is available to and from your home and school. Please teach him/her how to use the appropriate bus or train and provide a timetable if necessary.

## COMMUNICATION

- To avoid any misunderstandings, please communicate often with your student.
- It may be helpful to write down some things in simple English. In order to prevent confusion, please try to avoid using slang, colloquialisms and double negatives when communicating.
- Please advise your student of the appropriate time to say "Excuse me", "Please", and "Thank you". Be aware that beginners' English can at times sound a little abrupt, though not intentionally so.



- Some European people often say “yes” and “no” where we would say the opposite. For example, “Don’t you want any fruit?” will be answered “yes” (meaning “yes, that’s right, I don’t want any.”) Therefore you may need to ask “**Do** you want ...?” which will elicit a clear answer. It will probably be necessary to double check what he/she really means at times.

## **CULTURE SHOCK**

Most students experience some degree of culture shock, usually after being in New Zealand for several weeks. This usually happens after a ‘honeymoon period’ where everything is new and the student has not had to be very independent yet. Suddenly as the student begins to realise how different New Zealand society is from their own, the student begins to have difficulties. The student may seem to avoid contact with and try to reject the host culture, but actually may be feeling frightened and at a loss as how to act. Some people may experience culture shock as a cycle, where they go through several highs and lows in a year.

It is appreciated if host families observe any changes in behaviour and try to give the student moral support. Please encourage your student to communicate and discuss differences. That being said, ultimately it is the student’s ‘job’ to fit in with the host household’s lifestyle and ways of doing things. Host families are not expected to adapt themselves to the student’s way. If you are concerned about your student, please contact us.

## **PAYMENT**

In return for your hospitality, you will receive a homestay payment. This will be paid as a direct credit to your nominated bank account on a fortnightly basis.