



John Paul College
ROTORUA | NEW ZEALAND

Handbook

for the

Homestay Provider

2018

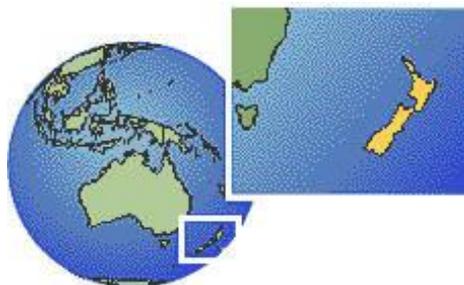
Thank you for offering to host one of our international students.

The following booklet provides some useful information to ensure a better understanding of how the system works, and also included are a range of tips which hopefully can ensure a happier homestay experience.



Join us on Facebook to keep up to date with events and information.

<https://www.facebook.com/JohnPaulInternational/>



EXPECTATIONS

The home-stay experience involves three main areas. They are the home stay family, the international student and the school. There are different expectations for each sector:

Students should expect the home-stay parents to:

- provide 3 meals a day (including any takeaways or meals out at the parents' expense).
- attend parent evenings and international functions
- care for the student as they would for their own child
- provide a warm, comfortable single room with study facilities
- encourage the student to participate in the family's activities (eg: house hold chores, family pictures, sports and family holidays)
- set reasonable rules
- supervise any agreed-upon get-togethers students might hold and ensure arrangements are made for students to return home safely
- not provide or purchase alcohol for students. Please be aware of NZ legal liability of hosting any occasion involving alcohol and underage drinking.
- set a reasonable curfew at weekends and time to be home after school
- provide Wi Fi and set reasonable fees for internet use
- discuss their rules and expectations with the student – don't assume anything
- contact the college immediately if there are any serious breaches of the high school's rules or health and safety issues (eg: drink, drugs, sex)
- accept the right of the school to abide by the Code of Practice obligation to sensitively withdraw a student immediately from a home where the student is deemed to be at risk before any discussions or negotiations take place.

Students should expect the school to:

- provide regular contact and 24/7 support through the Homestay Coordinator and Director
- provide regular communication through Facebook, emails and events
- provide support and quick action in case of problems
- provide support for school rules
- provide information for any queries that crop up (eg: holiday costs etc).

We expect international students to:

Abide by JPC's International rules:

- participate in the family's activities (eg: house hold chores, family pictures, sports and family holidays).
- no drinking alcohol under the age of 18
- no drugs
- not to socialise or party after 11pm. You must discuss any plans with your homestay family prior to any get-togethers. Arrangements must be made to get home safely.
- no overnight stays with friends during the week. Students must give details of any outings with friends to their homestay family, including destination and expected time home.
- phone your homestay family if you make any changes to your plans
- no driving cars unless learning to drive with a registered driving instructor (you must get approval from the Director of International Education to have driving lessons).
- be at home at night during the week unless you are at a school or family function.
- ask permission of your family and school, to go out of the Rotorua region. A form must be completed 2 weeks prior to any travel.
- maintain good contact with the homestay family as well as the school. Therefore every international student must ensure that they purchase a NZ cell phone on arrival or purchase a NZ sim card for their phone.
- ask permission of the Homestay Co-ordinator if wanting to sleep out at any other place other than the homestay. Make sure the application form is filled at least two weeks before you would like to leave.
- be sensitive to what times the family goes to bed at night.
- tell the JPC International Department of any issues.
- request permission from your family as to who you invite into the home
- follow JPC's rules regarding hours of attendance, providing absence notes, smoking, uniform and leaving the school grounds.
- not to lend or borrow money, credit cards or cell phones.
- do homework and personal study – probably 2 or more hours a night.
- share aspects of your culture with your family eg: cook a meal, share your music, talk to them about your country.



A-Z Guidelines for home-stay providers

Please to refer to these guidelines selectively and use only that information which you feel could be applicable to your situation. Each student and each home-stay is unique and therefore each situation needs to be approached in its own special way. Much of the information though, is important to all.



Bathing and Showering

New Zealand style bathing and showering habits may be new to your student. Our bathrooms often do not have a drain hole in the floor like many other bathrooms do. Explain the importance of conserving hot water carefully because there is only a limited quantity in a cylinder (some might be used to continuous gas-heated hot water). You may also have to explain that the water is normally too hot to be used without cold water as well. We suggest five to ten minutes for a shower. Some cultures believe showering once or twice a week is acceptable – not in NZ. If not everyday, every other day should be suggested.

Beds

Some students will sleep on top of the bed because they do not know how to sleep in it. Please show them how to make their own beds and also how we sleep between the sheets. Please provide plenty of blankets as many students find it very cold here. Hot water bottles are better than electric blankets because the students often forget to turn them off!

Body Clocks

It is common for many students to stay up until after midnight every night. They are often surprised when the host family goes to bed early. Set reasonable bedtime rules. May need to monitor the use of their devices – 10.30 p.m. should be no computer/phones. You may need to switch off the WiFi each evening. Asking to place laptops & phones on dining room table is not unreasonable each evening.

Try to discourage lengthy afternoon naps too! It is very normal in many countries to spend as many spare daylight hours as possible snoozing the time away. Our own teenagers would do this too given even the lightest encouragement!

Communicating with your Student

Try to make the student feel like part of the family and encourage conversation. They do need you even if they try hard not to show it. They need to be encouraged to come out of their bedrooms when they have finished their homework/study to be part of the family. Please help them to learn about New Zealand. Help them plan study pathways and domestic travel itineraries. Help them conquer the trials and tribulations of daily life in our little corner of the world.

Communicating with John Paul College

School Absences

If your student is unable to attend class or school for any reason, you are required to contact the school. JPC has a very tight system of absentee monitoring so it is very important that the school is notified of any change of plan.

You can ring the school on 07 347 8795 Extension 2 and leave your student's name, year and the reason for the absence.

Alternatively, you can text or phone the International Director, Mike Dwight at 021 1792088

If the absence is anticipated, then a note to the student's Form teacher or Mrs Arnott at Student Reception is required.

The School's Truancy Officer will become involved, should periods of absence become an issue. Should that level of intervention not help then it could even lead to the student having to leave the school with the visa being revoked. This only occurs in extreme cases though. Most students are complaint with the rules and therefore have an enjoyable stay.

Independent Travel

Students under the age of 18 years will not be permitted to travel independently during their period of study in New Zealand. However, those that are keen to travel can join organised tours in school holiday time, which cater specially for international students. Students **must complete** a permission form for "Travel outside of Rotorua", two weeks prior to travel. This form. must be approved by the International Director or Homestay Coordinator, before travel bookings are made.

If there is time after their period of study has been completed and before their visa has expired, then trips can be organised after the school policy procedures have been followed.

If a student wishes an overnight visit with a Rotorua friend please get the details and make contact with the friends family or homestay to make sure they are comfortable with the arrangement.

All other matters

If you have a problem, please do not hesitate to contact us.

The International Director is Mr Mike Dwight. He is responsible for all school related matters and after hours homestay matters and can be contacted at school phone 07 347 8795 ext. 8855 or mobile 021 1792088

The Homestay Co-ordinator is Mrs Jacqui Hesketh. Jacqui is responsible for all matters relating to homestay family matters and administration and can be contacted at school on 347 8795 ext. 8863 or after hours 021 355 280

The International Administrator is Mrs Lauren Stairmand – available till end of June

Never think anything is too small to bother us. If it is worrying you, we would like you to share it us.

It is a good idea to make it very clear how you want to be addressed from day one. Mrs Brown, Claire or whatever. Please realise that if you prefer to be addressed by your first name, you may instantly become Mrs Claire or Mr Tony – this is a mark of respect to you! It is important that you speak slowly and clearly. Speaking slowly doesn't mean talking loudly or using pidgin English. Use short sentences and simple language (e.g. very big instead of huge) and take care to avoid 'Kiwi or slang expressions.

If you are not sure you have been understood or when it is important that your student understands you, please write the message down, e.g. time, place to meet.

Silence is OK. Let them watch TV in silence, go to their room to relax etc. Don't worry about bursts of non-communication, they may be recharging their batteries! Constant long periods in their room is **not O.K.** – they need to be encouraged to participate as part of the family after the settling in period which is usually one month.

Remember that it is very tiring for your student to try and communicate in English all day. If your student seems 'distant', they may be very tired and have switched-off'. Don't worry.

Your student will usually have a digital dictionary. If you find it difficult to communicate certain words, ask them to use this while you watch. Alternative Google Translate can be useful.

Take care to word all questions and invitations positively, i.e. avoid negative verbs; say "Please come" rather than "Won't you come?" "Won't you come?" will be answered 'no' if they want to go (no, I won't go) or 'yes' if they do not want to go (yes, I will not go).

You may find that your student does not look at you when you are speaking to them. Again, this is a cultural feature.

In some societies it is impolite to look at another person while they are speaking to you, especially an older or more important person.

There are sometimes problems with the word "Yes". Most students are reluctant to say "No". This is regarded as rude in their countries, so "yes" is the answer given even if they mean "no". It makes it very difficult to get the true meaning but slow, uncertain speech, or a "maybe" will often indicate a "no". Become an expert in body language to save your time and your sanity!

When talking about a particularly good bargain, use the word "cheap" as the words "good price" can translate as expensive.

Always if all else fails, write it down!

Culture Shock

Culture shock or homesickness may come in many forms – the need for prolonged sleep, a desperate search for fellow-countrymen, loss of appetite or an over-developed one, excessive concern over minor health problems.

Telephone calls to and from home are a problem. At first they are a necessary support system but they can bring on and worsen homesickness. Unfortunately, we have yet to find a tactful way of asking parents to lessen this contact.

Common stages of culture adjustment for student:

Stage 1	Enthusiasm and eager anticipation
Stage 2	Total disillusionment with everything – black moods, silence
Stage 3	As language develops, so does self-confidence, problems are coped with – students often seem loud and self-important/know-it-all
Stage 4	People and lifestyle no longer seem so alien – calm, pleasant to have around
Stage 5	A combination of highs and lows which can last for months and can recur at any time (the emotional roller-coaster of living abroad)

Common reasons for culture shock for host parents:

•	Some cultures don't find it offensive to sniff and spit.
•	Certain cultures are not familiar with using bed sheets.
•	We spend a lot of time, effort and money arranging a special holiday away. Our student happily sleeps non stop while travelling and displays no interest in the scenery we view so eagerly! This pattern is established early in childhood – when in a moving vehicle sleep, sleep, sleep. Do not take it personally
•	European students may have a different sense of personal hygiene to our own
•	Students may seem to be greater party animals than our own younger generation
•	Living 24 hours 'around the clock' is new to 'us' expected by 'them'.
•	Students away from the rules and restrictions of their home and country can lose all sense of responsibility.
•	Some students would find pets a completely new experience.

Electrical Goods

Beware. Take care – check out all/any appliances your student has brought with them before your fuses are blown. Transformers and adapter-plugs are available from any electrical store.

Heating

The problem with heaters in the bedroom is that they are often left on all day and all night! An open bar heater can be a fire risk. Heating their bedroom before they go to bed and then removing the heater may be an option.

Another common problem is the student who sleeps without a blanket but keeps the heater on all night for warmth. The same student who will sit up studying in front of a blazing heater, but wear only a t-shirt. Be aware that clothing may also be placed directly across radiators to dry! The biggest problem is in the internationally different habits,, it is customary in many other countries to use artificial heat to keep warm whereas we tend to dress according to the temperature!

Housekeeping

As a member of the family, students should assist with washing/drying the dishes after meals and helping the host mother when she is very busy. Laundry may be done by the host mother or student (but student will need to have all household machines explained). Students should keep their bedroom clean and tidy. This is their private space so please ask all family members to knock before entering.



Illness

In many Asian countries it is very rude to blow your nose in public. In NZ it is offensive to sniff, but that is what your student has been brought up to do. This is a cultural difference, please try to understand. Have some tissues available in the student's room and around the house. A cold or flu will often put them in bed for days. The flight and change in seasons often brings on colds. Tolerance is very much needed here! If you hate hoiking (which is fair enough!) please tell your students to do this only into the toilet pan.

Students may be taken by you to your family dentist, family doctor or the nearest emergency medical centre. Medical accounts are payable by the student. In cases of severe illness John Paul College liaison person should be contacted at earliest opportunity so we can introduce appropriate agencies and notify parents. Students should always carry their insurance card in their wallet. This can be used at times of emergency hospitalisation.

Laundry

Some students prefer to wash their own clothes, especially their own underwear. Please show your student where they can wash and dry their own clothes and (if preferred) how to use the washing machine and clothes dryer. In some countries it is not done to display items of intimate clothing on a clothesline. Check these are not hung to drip dry in the bedroom or even inside the firmly shut wardrobe.

Living together

Learning to live in another country or with a person from another country brings many challenges but also many rewards. Remember the first three months are the worst. It takes all of us at least three months to adjust to new, life-changing conditions.

Students are asked to tell their host parents in advance when they will not be home for a meal and to tell you where they are going, and what time they will be home. If possible,

they should leave a number where they may be contacted in case you receive a call from their home country.

See the school rules regarding arrangements for 'overnighting' away from the homestay.

If the leave form is not fully completed by the due date permission will be refused.

The NZ Code of Practice requires that we know the whereabouts of our students at all times.

The leave form allows school, home stay and host to all have the same information and student safety is assured.

Students are asked to spend only five to 10 minutes in the shower. And to not place too much paper or any other objects in the toilet. Please explain how (and when) to wash dishes, use the shower – and give advice on any other daily lifestyle activities.

Replacement host families can be arranged for host family absence periods. The student board payment will go to the temporary caregiver for that time. Please give advance notice to our home stay co-ordinator and involve the student in your plans. They have to leave their home and may be anxious about this.

For emergencies and all temporary home stay changes, please contact us at John Paul College so alternative arrangements can be made and the student's family notified.

Where there is a personality conflict between student and family, we welcome contact as soon as possible to prevent a small problem becoming a major issue. Regular contact between John Paul College, student and host family is very important to us all.

John Paul College reserves the right (without prejudice) to return a student to their own country in cases of school expulsion, drug and/or alcohol abuse, severe anti-social behaviour or illegal activities. The host family and the student's family will be informed as soon as any potential problems are identified, wherever possible.

Meals

Students are not expected to eat the same food they are used to eating at home, so please don't worry that you will have to make major dietary changes. Homestays are asked to provide three meals a day, seven days a week. A daily breakfast of cereal and plenty of toast and tea, coffee, fruit juice etc. (make sure that your student knows how to help themselves if that is how you operate).

Please provide a packed lunch on school days. Get the student to make their own lunch, this way there will be less wastage. Again, make it clear, by writing down if necessary, what is expected of your student regarding meals. Dinner is with the family unless other arrangements have been made to provide a nutritious meal in your absence.

Don't offer your recently-arrived student choices in such things as the flavour of ice cream, give them what you hope they will like. Making a decision is not easy for most! Once the student has become more accustomed to our ways, you can offer a choice.

Many students pride themselves on liking Western food, however their idea of western food will be mainly fast food variety, McDonalds, KFC, pizza etc.

For dessert, ice cream is always popular, hokey pokey is a true Kiwi flavour treat. Asian students appreciate servings of plain boiled rice and being given water to drink with their

meals. Many European students are used to eating their main meal at lunch time, so this issue might need to be talked through.

Try to avoid excessively sweet foods, rice pudding, marmite/vegemite and brown wholegrain type bread. Their taste buds and stomachs confuse easily.

Taking your student to the supermarket with you when you do your grocery shopping is a good way to encourage them to express preferences in food as well as make them feel an important part of your family.

Money

Our society expects each person to pay their way. If you require your student to pay their own admission fees or whatever when you offer to take them somewhere it is easier to mention the cost at the time you make the suggestion or they will mistake your offer for an invitation. A gentle "Would you like to go to the? It will cost you \$..... Do you have \$.....?" should clarify the situation.

When teaching your student to live successfully in our society, please underplay the cost factor in any situation. Overuse of the heater/shower, are best corrected by showing concern for their welfare or the world's resources rather than your money. Far too many students jump to the conclusion that we are a mean and miserly people!

Phone:

Maintaining good contact with the student, homestay family as well as school is important. Therefore, every international student must ensure they purchase a NZ cell phone on arrival. A reasonable price for such a phone is approximately \$50. Many students keep their home country cell phone but this becomes very costly when calls and texts are diverted through that foreign country. NZ sim cards can be used in many overseas mobiles.

Suggested explanations!

•	Healthier and more natural to dress according to the climate
•	To conserve electricity is to save natural resources and avoid pollution
•	Long showers use up our precious water supply
•	Smoke outside for the sake of the rest of the family or try to cut down for the sake of your own health

If your student feels you are acting in their better interests, they are far more likely to co-operate.

Please treat your student as you would like yourself or any junior member of your family to be treated when far from home.



Money matters

Home stay fees of \$240 are paid weekly, and in advance.

Payment is made retrospectively. If you have a long term student, you will be paid weekly by direct credit into a nominated bank account. Short term home stays are usually paid by direct credit in the first week of the student visit.

This payment covers three meals a day (including takeaways and dining out), the student's own room (with a desk, bed, wardrobe, chest of drawers and all linen and basic toiletries) and a place as a family member. i.e. all the normal snacks and amenities that other family members enjoy should also be provided for the student. Basic toiletries include soap, toilet paper, shampoo and tissues. Personal pocket money, bus fares, extra expenses for outings, exam fees, holiday costs, brand-name shampoos etc., are the student's responsibility.

Long term students should advise you, the host family, and John Paul College, at least two weeks in advance if they plan to leave Rotorua even for one night. A 'Permission form for Travel' must be filled in. If the student is away for five days or more, the AP will be altered to \$5.00 per day during this period.

Should the eventuality arise where temporarily you cannot host your student, the school does have a back up system. A temporary family can be provided, however a cost of \$34.28 per affected night will be transferred to the temporary family.

Two week's notice should be given by host families, for home stay changes (or terminations) or two weeks payment will be forfeited. **Note:** Many longer term students change home stays regularly in order to experience a variety of lifestyles and to meet a larger number of people. (There is no implied criticism of any host family in this event).

During the Christmas holidays students that have returned home for the holidays are expected to vacate the room and leave it for the host family to use. (Storage can be arranged by the school if necessary). There will be no Homestay payment over this period.

Police Vetting Forms

The Ministry of Education "Code of Practice" ask us to process these as a measure to 'quality control' accommodation. If you feel this to be an invasion of your privacy we will respect your opinion and regretfully recommend you do not proceed with your application to be a John Paul College host. We would also appreciate any advice (in writing) of what you would like us to do with your Police Vetting Form result sheets. Failing that advice, we will record the result on your profile sheet and destroy the response document.

Privacy

Please do not feel rejected if your student seems to spend a lot of time in their bedroom with the door shut. It is important to remember that their room may often seem their only haven in the new, foreign and usually unintelligible world that they have entered. After two

weeks they will need to be encouraged to be more involved with the family, both in the home and outside the home.

Please respect their privacy just as you would wish them to respect your privacy.

Please tell your children too, to knock before they enter the student's bedroom and to never go into the room when the student is not there.

Rotorua Activities

In addition to the many sport and cultural activities JPC offers, there are also over 100 clubs and organizations the students can become involved with. Please see the Rotorua Activity Directory for details or visit <http://www.sportbop.co.nz/get-active/play-in-the-bay>.

Routines and Rules

Most families expect members of the household to leave work areas of the house as they find them.

Students should be shown how to make their own beds, clean their rooms and to fall into the family routine with dishes and personal washing.

Wearing shoes inside the house is another new experience for many students but one they consider very 'western'.

As with everything, explain what is customary for your family before your carpet/floorboards get ruined by the newcomer's determination to show how conversant they are with Western ways by traipsing muddy shoes from front door to back.

Safety

Without overdoing it, explain carefully about the dangers of our streets after dark. Also explain that we do not carry large amounts of cash – night or day. The 'stranger danger' warning is often needed as it is usual for foreigners in many countries to be treated as honoured guests and total strangers can be relied upon to look after the welfare of a foreigner. Some students can be over cautious in the street yet over-social in the night-club scene. Help them to understand the need for prudence in all unknown environments. Walking the streets late at night is not permitted.

Sanitary Napkins

Female students will have to be shown, discreetly, how to dispose of their sanitary napkins (many do not use tampons). Many host families have found a small rubbish-bin with a lid and a plastic liner, placed beside the toilet, works well.

Smoking

Students are asked to smoke outside (in the garden) and told it is illegal to smoke under the age of 18. It is very rare a student arrives and is a smoker

Table Manners

The table manners of your student will differ from those of your family. Your student may make a lot of noise when they eat and drink. If their eating noises get too much for you, gently explain the New Zealand point of view. Slurping and chewing with gusto are often considered signs of enjoyment and appreciation overseas. It is important to understand that there is no right or wrong. It is just a matter of different customs.

Some students have never used a knife and fork, so providing a spoon can be a good idea.

Another recurring problem is the lack of punctuality for meals shown by many students! There are three main reasons for this; in their own country they will often have eaten alone at a time best suited to their study/daily timetables. New Zealander's eat at an early hour compared to most other countries or they are just normal young people who tend to have a blatant disregard for time!

Toilet

Some of us don't have locks on our toilet door. Make the student aware if that is the case in your home – when the door is closed someone is using the toilet!

Transport

Please show your students how to get to and from school and help them learn how to move around their new town. Suggest providing a City Ride bus timetable for their use. Travel with them on their first bus journey to and from Rotorua Central or be at the bus stop when they leave for, return from, their first independent day at school.

Wi-fi

All homestays will have a Wi-Fi facility, however limits to excessive use of Wi-Fi can be made clear. If students want to exceed the agreed upon limit, then the student should pay for it. Students have been told to respect the sleeping routines of the family so it is unreasonable for that to be disrupted.

Ideally enforce no computer/internet usage after 10.30pm. If necessary remove their devices when you go to bed at night or switch off the WiFi.



**Should there be any concerns or worries, please don't
hesitate to contact the following:**

International Director

Mr Mike Dwight

international@jpc.school.nz

phone 07 347 8795 Ext. 8855

mobile 021 179 2088

International Homestay Co-Ordinator

Mrs. Jacqui Hesketh

homestay@jpc.school.nz

phone 07 347 8795 Ext 8863

mobile 021 355 280

International Administrator

Mrs. Lauren Stairmand

lauren.stairmand@jpc.school.nz

Phone 07 347 8795 Ext 8873