John Paul College

ROTORUA | NEW ZEALAND

Guide to Hosting International Students.

Thank you for offering/opening your home to our students. We welcome host families to John Paul College. The homestay experience is a valuable one for the students, and we trust that you will find hosting students of other cultures rewarding and worthwhile. The student should be welcomed into the home as an additional family member, with all the privileges and opportunities of other family members. It is imperative that students feel welcomed and wanted in the family. Living with a New Zealand family is a major attraction for international students. It is one of the best ways for students to put into practice the language they are learning, and it allows them to experience a new and different culture. Prior to hosting your first student you will receive a visit; you will be added to our database of available families. When a student applies who we think may be a good match for your family, you will be contacted again. At this time, you will receive information about the student, and the student will receive information about your family.

Regular Homestay Visits and Police Checks
Under the Code of Practice, it is a requirement of the school to visit you at home. Mrs Jo de Loryn will contact you to arrange a time that is convenient for both of you. When you apply to host, every member of the household over the age of 18 will be required to complete a Police Vetting form and produce 2 forms of ID (one with photo) which will be photocopied. These are then redone every 3 years.

The schools expectation of the host family:

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

Students should expect the homestay parents to:

- provide 3 meals a day, including a packed lunch during the week and any family takeaways or meals out at the homestay's expense.
- attend parent evenings and international functions.
- care for the student as they would for their own child.
- provide a safe, warm, clean room with a bed, bed linen, desk, lamp, and heating.
- Spend time talking with their students and try to draw them into conversations to give them confidence speaking English.
- encourage the student to participate in the family's activities eg: household chores, family pictures, sports, and family holidays.
- Show their students how to get to and from school e.g. where the bus stop is, how to access the bus schedule, how to walk to school. Many host parents drop their students off and pick them up during the first week if they can.
- 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.
- Be warm, patient, and caring, yet able to be firm and set boundaries.
- discuss their rules and expectations with the student – don't assume anything.
- contact Jo de Loryn if there are any serious breaches of the school's rules or health and safety issues e.g.: drink, drugs, smoking.
- 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.
- Set reasonable times for internet usage.

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 or misunderstanding.

We expect international students to:

Abide by JPC's International rules:

- Participate in the family's activities e.g.: household chores, family pictures, sports, and family activities.
- No drinking or purchasing of alcohol.
- No drugs
- No smoking or vaping
- 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 school week. Students must give details of any outings with friends to their homestay family, including destination and expected time home.
- No opposite gender sleep overs
- 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 International Director to start driving lessons).
- Not allowed to own or drive a car, motorbike, or any motorised vehicle.
- Be home at night during the week unless you are at a school or a family function.
- Ask permission of your family and school, to travel out of the Rotorua region. A form must be completed at least 1 week 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. Students are provided with a Vodafone sim card but may need help in setting this up.

- Ask permission of the International Manager if wanting to sleep at any other place other than the homestay. Make sure the application form is filled at least 1 week 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, contacting school absence line when required, 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 homestay 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 homestay 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. Show your student how you would like the bathroom left eg: wipe the shower glass after use (if applicable), where to hang the bathmat, wipe up any spills on the vanity, pick up hair fall in shower etc

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 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. there 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.

Afternoon naps are common in many countries, however, try to discourage lengthy afternoon naps, as this may interrupt their nighttime routine and end up being awake to the wee hours of the morning.

Communicating with your Student

Try to make the student feel like part of the family and encourage conversation. They need to be encouraged to come out of their bedrooms when they have finished their homework/study to be part of the family. Watching TV with the family is helping them with their English. 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. We have an absentee line to leave a message at school.

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 download the JPC App and report the absence.

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

Independent Travel

Students 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", one week prior to travel. This form must be approved by the International Director before travel bookings are made.

All other Matters

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 contact the friend's family or homestay to make sure they are comfortable with the arrangement.

It is a good idea to make it very clear how you want to be addressed from day one. Mrs Brown, Claire or Mum in some cases. 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. Or get the student to repeat back what you have asked.

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 or translation device. 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 "Do you want to come?" This 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 & Stage 2	Enthusiasm and eager anticipation 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 nonstop while we are travelling and displays no interest in the scenery, we view so eagerly! This pattern is established early in their childhood – do not take it personally.
•	European students may have a different sense of personal hygiene to our own – showering twice a day for some students! Not necessary if not playing sports.
•	Older students' social life can be quite different to what we expect of our children. Remember NZ has a different social scene to the students.
•	Students away from the rules and restrictions of their country often assume same rules apply in NZ. This will need to be made clear our rules are not the same.
•	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 for the student to purchase.

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! Ask the student to put more clothes on

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 the student will need to have all household machines explained). Students should keep their bedroom clean and tidy. Open windows to air the room regularly. 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 bring on colds. Hygiene is important, let the student know where handwashing facilities are and provide tissues if required.

Students have medical insurance and can be taken to Lakes Prime Care.
In cases of severe illness, please contact the international director or Homestay Co-ordinator at the earliest opportunity.
Students need to pay for any medical appointments/treatment themselves, with their credit card or bank card. For the student to claim on their insurance for this expense, they need to provide the Homestay Coordinator with the medical receipts. When visiting doctors/dentist or hospital, student will need to provide their passport.

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 OK 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. They must let you know by 4.00 p.m. that day or night before if possible. 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 could be refused.
The NZ Code of Practice requires that we always know the whereabouts of our students. 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.

Temporary host families can be arranged for host family absence periods. The student homestay 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 do not 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.

Find out what foods the student do not eat so you do not have wastage. Some students can be fussy – if they write down what they do not like, helps.

Money

It is not expected of our Homestays to pay for students to do any cost related activities. Explain the option that there is a cost involved so make it clear, the cost prior to going. The student will then choose whether to participate.

If it is one of the three main meals of the day, the homestay payment covers that so you will pay but sometimes the student will want to get their own. Students will often buy their own snacks, or the parents send from home.

Phone

Maintaining good contact with the student, homestay family as well as school is important. Therefore, every international student must ensure they purchased a NZ cell phone on arrival or using their NZ sim card for their phone. A NZ mobile can be purchased from 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. JPC provides a sim card in the school Orientation pack. It is very important to exchange phone numbers with each other.

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
•	If smoking is <u>not listed</u> on their Student Profile, this will need to be discussed with the student, school and homestay.

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 member of your family, to be treated when far from home.

Money matters

Home stay fees of $330.00 are paid weekly, and one week in advance.

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) 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/conditioner, 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 and John Paul College, at least one week 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, a holding fee will be paid of $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 $47.10 per affected night will be transferred to the temporary family.

Two weeks' notice should be given by host families, for home stay changes (or terminations) or two weeks payment will be forfeited. **Note:** Some longer-term students may change home stays due to a change in a homestay's situation.

During Christmas breaks, when students have returned home for the holidays, they are expected to tidy their rooms and leave them in good order. A holding fee of $10.00 per day will be paid to the homestay during this period. If students go away or take holidays at other times during the year, the full homestay fee will continue to be paid to the homestay for that period.

Police Vetting Forms

The Ministry of Education "Code of Practice" ask us to process these as a measure to 'quality control' accommodation. You may have completed this form previously for other organisations, but we will ask you to complete a Police Vetting (PV) form also as we do not have access to 'their' form. We will record the result of your PV form.

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'. If you prefer no shoes inside, please make this clear to the student.

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 Products

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

Smoking

Students are not to smoke or vape.

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. Ask them to refrain

from making the noises and show them how we eat at the table. 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 another option.

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.

Toilet

Some of us do not 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. UBER now operates in Rotorua so that could be another option.

Wi-fi

All homestays will have a Wi-Fi facility, however limits to excessive use of Wi-Fi must be made clear. 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.

Never think anything is too small to bother us. If it is worrying you, we would like you to share it with us.
If you have any concerns, please do not hesitate contact:

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