

HOMESTAY HOST INFORMATION SHEET

Monthly English (ELME) Program

Program Details

The Monthly English program (ELME) is a 4 week intensive program designed for international ESL students. Students may enroll in consecutive monthly terms. From Monday to Thursday students will have English classes between 9:00am and 3:00pm with a 1 hour lunch break. Fridays have been reserved for various social and cultural activities and excursions.

Introduction Letter and Arrival Informations

- Please **email a letter to your student** describing yourself, your family and your interests.
- Please **ask your student to send their complete travel information directly to you**. You will need to plan to meet your student personally at the arrival location. Acceptable arrival locations include the Victoria International Airport, the Victoria Bus Terminal, the University of Victoria, a Victoria Hotel or Hostel, or another host family residence in Victoria.
- For **Short-Term or Customized Group Programs**, our office will send you the group's arrival information. Our staff will be at the arrival location to facilitate the group's travel and ensure you meet your student.
- Please use email, social media or other communication apps to keep in touch with your student prior to arrival and especially on their day of travel in case there are changes or delays.
- If you have difficulty obtaining your student's travel information, please [contact our office](#) and we will check for alternate contact information.

Picking Up Your Student When They Arrive

- Please carry a name sign so your student can identify you at the arrival.
- Your student has been advised to carry your name, address, telephone number and cell phone number with them when they travel.
- Flight delays can occur with International travel. If your student does not arrive on time:
 - Check with the airlines for information www.victoriaairport.com
 - Check your home and cell phone for messages from your student.
- If your student does not arrive on the next scheduled flight:
- Leave a message and your telephone number(s) with the airlines and the Airport Information Booth (Red Coats Volunteers - located in the centre of the Arrivals area, Tel: 250-953-7533).
- If possible, have someone at home in the event that your student calls while you are in transit.

- If you are unexpectedly delayed (car trouble, family emergency, etc.) in arriving at the Airport:
 - Call the Airport Information Booth (Red Coats Volunteers - located in the centre of the Arrivals area, Tel: 250-953-7533) and ask them to page your student to let them know you are delayed.

Weekend Before the Program Begins and Program Start-up

- Orient your student to the bus system. **Please travel with your student on the bus to the University and downtown to show them the routes to and from your home. Advise your student that the bus driver does not provide change.**
- **Program fees include a bus pass. Your student will receive their OneCard on their first day of the program, which includes their bus pass.**
- **During the Homestay Orientation, students will be provided with an Emergency Card – please complete with your student as soon as possible and ask your student to carry it in their wallet so they have the information they need to contact you when away from home.**

Class Schedule

- **Your student will receive a copy of their schedule by mail prior to the start of the program.**

Students are required to be at the UVic Main Bus Terminal by 8:00 the first day of their program (usually a Monday unless it is a statutory holiday). Program staff will meet students at the Bus Terminal and direct them to the location of their Placement Test

- Program staff will be waiting at the Bus Terminal to direct students to the location of their Placement Test.

Please Note: Hosts dropping students off by car **cannot** drive into the bus terminal area.

Student attendance is mandatory for all ESL Core Classes and Elective Classes offered by the English Language Centre. If your student will be absent from class, please call the English Language Centre Reception at 472-4747 to inform our staff.

Student Homestay Orientations

- All UVic Homestay students are required to attend a **Homestay Orientation** session during the first week of their program. Students will see a video about life with a Canadian family and talk about the challenges and rewards they will experience.
- Our staff will make every effort to provide students with the information and skills to make the best of their homestay experience.

Placement Contract and Host Guidelines

- Please review the Placement Contract details carefully; the Placement Contract stipulates your commitment for the Hosting Dates listed.
- Please read the information in the *UVic Homestay Host Guidelines* as it outlines your responsibilities as a host family.

Contact Information

University of Victoria Office Hours are Monday to Friday, 8:30am to 4:30pm

UVic Homestay Office	250-472-4268
English Language Centre Reception	250-721-8469
Socio-Cultural Activities	250-721-8479

Only in the event of an emergency outside regular office hours, please contact:

UVic Campus Security (24-Hour)—Emergency ONLY	250-721-7599
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