

COMMUNICATING WITH YOUR INTERNATIONAL STUDENT

It is natural that you will experience some difficulties while hosting your international student. Remember that it is important that you talk to your international student about any problems that you are having, so that you can work together to resolve the situation and prevent similar problems from happening in the future. It is best to address a problem while it is still small. Although it may differ from the students' culture and experience, students are told at the Home Placement Orientation that Canadians prefer to communicate in a direct but polite manner. By communicating directly but politely, together you can find a solution which makes both of you feel more comfortable in the home. The following chart has some examples of common concerns that host families experience while hosting an international student, the recommended steps to resolve the concern, and sample language that can be used to express them in a direct but polite way:

Example Problems	PROBLEM SOLVING STEPS			
	1. Start with a positive statement	2. Tell your student about your problem or difficulty	3. Suggest solution(s) or ask your student for ideas/solutions	4. Working towards a solution—Possible student responses
Students are not telling hosts when they'll be home for dinner.	I/We really enjoy having you in my/our home, but	I/we find it difficult when you don't come home in time for dinner. We like to know so that we can plan our evening.	Could I/we go over your schedule at the beginning of each week to plan a weekly dinner schedule that would work for both/all of us?	<i>Student: Sure, a schedule would help me remember.</i>
			Could we agree that if you do not leave a message for us by 4:00pm, you are planning to be home for dinner at 6:00pm as usual?	<i>Student: Sure. If I don't tell you in the morning or phone before 4:00pm, I will be home for dinner at 6:00pm.</i>
Students are bringing friends home who stay too late into the night.	I/We really enjoy having you in my/our home, but	I/we find that your friends are staying too late. We like the house to be quiet by (time) so we can get a good sleep.	Could we agree that your friends need to leave by (time) on a week day and (time) on the weekend?	<i>Student: Sure, that sounds good to me.</i>
			Could we discuss this situation and come up with a solution that would be fair to you and our family?	
Students forget to close the window and turn down the thermostat before they leave the house.	I/We really enjoy having you in my/our home, but	I/we really need you to remember to close the window and turn down the thermostat in your room before you leave the house. It's important for conserving energy and for safety.	Do you have any suggestions of what we can do to help you remember to do these things?	<i>Student: Sure, thank you for reminding me. If I should forget, you may go into my room to close the window / turn down the thermostat.</i>
Students are not keeping their rooms free of food garbage.	I/We really enjoy having you in my /our home, but	I/we are really concerned about the food garbage in your room. It may attract pests like flies and mice.	What can we do to make it easier for you to remember to throw this type of garbage into the kitchen garbage can?	<i>Student: I'm sorry about the food garbage. I will try harder to put food garbage into the kitchen garbage can.</i>
			Do you mind if I come into your room on (day) to vacuum under your bed and change your sheets?	<i>Student: No, that would be great. Thank you.</i>
Students are not cleaning up after themselves after making a snack in the kitchen.	I/We really enjoy having you in my/our home, but	I/we would really appreciate it if you could remember to clean up after you have made a snack in the kitchen.	Could we talk about this situation so that we can find a solution that is fair for you and our family?	<i>Student: Sure, that sounds good to me.</i>