



HOST GUIDELINES

Welcome to your new family experience!





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WELCOME TO THE WORLD OF Hosting International Students with



**WELCOME
TO YOUR NEW
FAMILY
EXPERIENCE**



Thank you in advance for welcoming a student into your home. We hope it is a rich and mutually rewarding experience for both parties.

This guide is meant to help you navigate the world of hosting in general and also to familiarize you with roles, responsibilities and rules specific to MLI Homestay.

We offer a full-service support team who will do all we can to ensure a successful hosting experience.

BENEFITS OF HOSTING

- Opportunity to make a difference in a young person's life.
- Introduce your family to other customs and cultures.
- Travel without leaving home.
- Create lifelong relationships and connections from around the globe.
- Make unforgettable memories.
- Gain a new family member and change someone's life.



WHO'S WHO?

We have a strong team at MLI to support our students as well as our homestay hosts. First point of contact for students is their **AYP Coordinator/Custodian**. For homestay hosts, it is their **Homestay Coordinator** (HC). We also have many staff members who speak various languages and can assist with issues that arise.



AYP COORDINATOR

AYP stands for "Academic Year Programme"

Each student in the AYP program is assigned to an AYP Coordinator who works from one of the MLI offices. The AYP Coordinator **communicates with schools** with respect to student attendance and grades and **communicates with the agent and with the natural parents** on all relevant matters. There may be times when the local homestay coordinator is the main contact.

This is who the students should contact if they are having any issues. They will stay in contact via Skype, telephone, email and social media. An AYP or Homestay Coordinator, will also meet with the student in person twice a semester to check in on their progress and report back to their agent and natural parents. If your student is struggling or not understanding important information, please have them contact their AYP Coordinators.

Custodian Role of MLI

Each student is assigned a coordinator who is their legal custodian while they are in Canada. The custodian is the AYP Coordinator or in some cases, the local Homestay Coordinator.

The custodian **signs all school intake forms, waivers, trip forms, etc.** Students can take a photo of the form and forward it to their coordinator for signature, who will then return it to them. Please refer to your confirmation sheet for contact details for your student's legal custodian. Please do not sign off on school trip waivers.



HOMESTAY COORDINATOR

The Homestay Coordinator (HC) is responsible for identifying and matching homestays to students. They will also call you, the hosts each month to complete a **monitoring report**.

This helps them to understand any particular needs or concerns about your student; however you do not need to wait for the monthly call to discuss any issues with your HC.

Advise your HC of any travel plans or host profile changes as soon as possible. It is important we know who is residing in your home at all times. Check with your HC as to the best method of communication – whether calling, emailing or texting is preferable and what the best hours are to reach them.

TORONTO HEAD OFFICE

This office supports our Group programs, AYP students and Homestay students in Eastern Canada. Payments are processed from this office. If there are any questions on payment issues please email info@mlihomestay.com and a representative will contact you.



NORTH VANCOUVER OFFICE

This office supports our Group programs, AYP students and Homestay students in Western Canada.

AGENT

The Agency or school is located in the student's home country. They are the link to the natural parents. MLI and the Agent or School communicate frequently from the point of initial registration to the departure. Student's Agent or School will receive frequent reports on the student's progress and will communicate this to the parents. They also manage the flight bookings, and in some cases, the emergency medical insurance.

HOME SCHOOL

Some students will choose to study in Canada based on partnerships that MLI has in place with their school. Students will travel to Canada as part of a group. Each school has its own special rules and is part of the decision making process for homestay expectations. The students will be visited by their home school teachers during the program. The teachers may wish to come and meet the homestay hosts as well.



24-hours, 7 days per week
MLI Emergency staff available

EMERGENCY TELEPHONE

1-866-388-6543

If you have an emergency, please call this line and an MLI manager will be there to assist you. Please use this number only in the case of serious emergency situations. Payment questions, travel requests, administrative questions are not emergencies and should be handled during office hours.

ROLE OF THE HOMESTAY HOST

All members of the household must be on board for the hosting experience, as it will impact the whole family. Your role is to provide a safe and caring environment and to support your student's efforts to improve their fluency in English or French. Welcome your student as a member of your family and treat them with kindness and respect.

There are many ways to support your student:

- Be empathetic to the challenges that your student is facing during this immersion into a new culture, new language, new foods, and new environment. Show care and concern for how they are feeling. When a student feels welcome early on, it helps to reduce the potential for homesickness.
- Treat your "host son/daughter" as you would your own children and make them feel like part of the family. They will need your time, attention and love.
- Share your interests with your student and invite them to share their interests with you. Everyone can learn to try something new!
- Encourage your student to be active with you and in the community by getting involved in extra-curricular activities so they will have the opportunity to meet new people and gain new experiences. Please help them find these opportunities.
- Talk to your student about how they are doing in school and take an interest in their homework, taking the time to offer guidance when possible.
- Miscommunication and lack of clear communication can lead to issues. Keep the lines of communication open and try to resolve issues with an open mind and understanding that your student is trying to express themselves in a second language.

In basic terms, homestay hosts provide shelter, food, care and support for students. This should also be an **ENGLISH ONLY** or **FRENCH ONLY** environment for the students.

THE BASICS - ROLES AND RESPONSIBILITIES

Arrival Day

Students will be met at the airport by a CISS / MLI representative or host family in regions where this is applicable. In some cases, they will be shuttled to your home. Please ensure that an adult is home to greet them. In other cases there will be a designated pick up point in your community. In this case, hosts should make a welcome sign with their student's name on it. This will help to set a positive and welcoming tone from the outset.

Please use the Welcome Day Checklist on the website located under *Be a Homestay—Resources*

Introduce the student to all family members.

Provide a **key** to your home on a keychain or lanyard. The student is meant to safeguard the home as a member of the family and will be held responsible for the cost of having the locks re-keyed if necessary.

Complete the **Emergency Contact Card** with your student, which they must carry with them. For students who have cell phones, ensure that they have saved contact details for your family, and ensure that family members all have contact details for the student saved in their phones.



Room and Amenities

The bedroom should have a window, bed, desk, lamp, closet and dresser. It must be a private space with a door for privacy. The student should be provided clean linens, clean towels and toilet paper. They are responsible for personal toiletries such as shampoo, soap, toothpaste, deodorant, etc.

Security

Please show the student a place they can safely store or lock up valuables such as their passport and money.

Tour of your Home

Show the student how things operate in the bathroom and kitchen, where things are located, and be specific if there is anything that they should not use.

Garbage

Some students will hold onto all the garbage in their room until you ask them to bring it to the main collection area. Make it a point from the start to let them know what you prefer in your home.

Access to Internet and Phone

Internet access should be available to the student, but you can set reasonable limits for internet usage. The student should also be permitted to use your phone for local calling and should have a calling card if they are dialing long distance. Often students will use Skype, Face Time, What's App, etc. to contact parents on their mobile devices.

Cell Phones

DO NOT sign up students on your phone plan or sign any contracts for them.

Contracts with mobile providers do require an adult signature, but this should be signed by their custodian or the student can purchase a pay-as-you-go plan.



Meals

Students require three meals per day and access to nutritious snacks. You should be eating together as a family as often as possible.

Students SHOULD NOT eat alone on a regular basis. Encourage them to cook with you and be a part of the process. Allergies, preferences and dislikes will be on their profile. Meals will be very different from what they are used to at home. They may not recognize a lot of the vegetables and other foods common to Canadians.



Some students are very social and like to be out with friends. Establish a rule early on that they must advise you if they will be home for dinner or want a meal saved for later on. They should be making an effort to eat with the family most nights.

Many will not be used to having dinner at 6 pm and might be hungry later around 8 or 9 pm when they are more accustomed to eating. Tell them about the kitchen rules to prevent any misunderstandings. If they are hungry after dinner or want a snack after school, show them what foods they can help themselves to. Teach them how to make breakfast and lunch, which foods they can help themselves to and offer ideas of what they can prepare. Many will have never prepared meals for themselves before. This is part of the experience of living in Canada.

Chores and Household Rules & Schedules

Advise them of dinner time, curfews, and explain rules regarding use of bathroom/shower, laundry, houseguests, and removal of shoes. A sample house rules template can be found on the website that can be customized to your rules. You may need to review rules a few times. Give a copy of the rules for the student to refer to.

Please set up the house hold rules within 3 days after they arrive. Don't be too rigid, respect where they are coming from and how they are used to living at home.

Curfews

Recommended curfews are 10 pm on weeknights and 12:30 am Friday and Saturday nights. There may be special occasions when students ask to extend the weekend curfew, but this should not be a regular occurrence. Give consideration for student's age, circumstance and type of activity when setting curfews. Ultimately it is what your family is comfortable with.

Laundry

It is your choice whether to do laundry for the student or to teach them how to do their own. They should be provided fresh linens and towels weekly. Some students may request to wash items by hand in which case we ask that you show them an appropriate place to hang clothes to dry.

Chores

Students can help with light household chores such as set and clear the table, fill and empty the dishwasher, keep their bedroom, bathroom and the kitchen tidy. They are NOT required to maintain the yard, do heavy housework or cook family meals on their own. It is NEVER permitted for students to babysit host siblings or neighbourhood children under any circumstances.

Transportation

Where applicable, teach your student about your local public transit – where to purchase a monthly pass, how to transit to and from their school and other points of interest. If you can provide rides, set out the parameters and expectations, such as requesting a day or two prior. Remind your student it is not safe to travel alone at night.

Where applicable, show your student where the school bus stop is. If they travel by school bus, please discuss their schedule with them as they join extracurricular activities and help out where possible with drives or setting up a carpool – things you would typically do for your own children.

SCHOOL LIFE

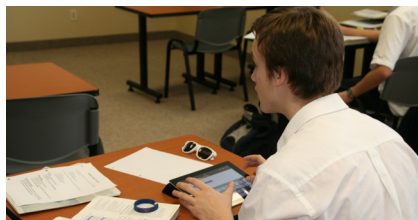
DO NOT sign any school intake forms or field trip/activity forms – this is the responsibility of the custodian at MLI.

ABSENCES

If your student is ill, please call the school attendance line to excuse the absence. If you receive messages about absences, notify the HC.

HOMEWORK

Take an interest and discuss homework and school projects with your student. In some countries, students are not accustomed to handing in or showing homework to teachers. Please tell your student that in Canada homework often counts for marks.



REPORT CARDS

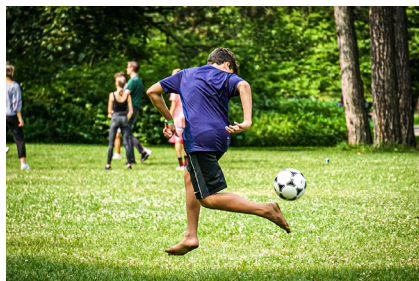
It is not mandatory for your student to share their report card with you, as the custodian will receive a copy . However, we encourage you to discuss their education with them to see if they are having any issues.

EXTRA-CURRICULAR ACTIVITIES

Encourage your student to join clubs or teams at school – this is an excellent way to make new friends (especially with other Canadians).

INTERNATIONAL STUDENTS

There is a tendency for international students to stick together. Recommend your student make friends with people of other nationalities so they are forced to work on their English or French. The more people they meet, the richer and more memorable their experiences will be.



TRAVEL AND ACTIVITIES

DO NOT sign any waivers for field trips, activities, or school intake forms. The MLI custodian must sign these.



TRAVEL REQUEST FORM

Student must complete this form available on our website in the section titled "[Be a Homestay](#)". The form must be submitted at minimum 2 weeks prior to the trip to receive proper approvals. Students are not allowed to travel without written consent from the custodian and parents.



DAY TRIPS

If your student is travelling outside their city for the day, please be sure you have the details of where they are going, what they will be doing, who they are travelling with and how they can be contacted. Students must share these plans with their AYP Coordinator in advance. Certain regions have specific rules about where they can/cannot go. These will be covered during the orientation. Please contact your HC if you are not sure about specific rules.

OVERNIGHT TRAVEL

Whether a student is travelling with the homestay host overnight or wants to travel without the host, the student must complete a Travel Request Form to request approval from the custodian who will confirm with natural parents and agent.

CROSSING THE BORDER

After submitting the travel request form and the trip is approved, the custodian will provide a letter of permission which the student must take across the border with their passport and study permit. The student must also carry a copy of their travel insurance. At the border the student may have to pay a fee between US\$6-10 in cash.

HIGH-RISK ACTIVITIES

If you are planning to go skiing, snowboarding, horseback riding, kayaking or any other high-risk activity, a waiver must be signed by the custodian and agreed to by the natural parents. Students should send the appropriate waiver with ample notice to their AYP Coordinator. For skiing and snowboarding, all students will first have to attend a mandatory safety session organized by their AYP Coordinator.



FAMILY EXCURSIONS

The cost of excursions including gas, ferry rides, etc should be borne by the host if you are going somewhere as a family. Please discuss with your student in advance if an excursion requires expensive admission or travel costs and give them the option to join if they are okay to cover their own costs, i.e. a theme park ticket, ski pass and rentals. If you are facing language issues, contact your HC and they will have someone explain things to your student. Students have joined host vacations to the US, Caribbean, etc. if the natural parents agreed to pay the student's costs.



GYM MEMBERSHIP

Many students will take out memberships at local community centres or gyms. They are responsible for this expense and we ask that you **do not sign any contracts on their behalf.**



SLEEPOVERS

MLI's preference is for sleepovers to occur at your home; **your student invites a friend**. This is always at your discretion and approval. Your student should provide you with advance notice and details about who the other student is (another international student or a local friend), and you should discuss any rules with your student in advance. We ask that you connect with the other host family or other student's natural parents to confirm the arrangement.

If your student wishes to sleep over **at another MLI Homestay home**: this may be permitted provided you are comfortable with the arrangement. Again, we recommend that you connect with the other host family to confirm the arrangement. Advance permission is required from Toronto or Vancouver head office, so encourage your students to plan in advance.

- What is required? Your student needs to send their AYP coordinator / custodian a Travel Request Form with the details.
- The student must wait for approval from you -the host parent(s)- the other host family and also from CISS MLI.

If your student wishes to sleep over **at a home that is NOT an MLI Homestay** (ie. another agency or a local friend), this is not generally permitted. Special permission may be obtained from Toronto or Vancouver office with advance request, in some circumstances only.

- What is required? Your student needs to send their AYP coordinator/custodian a Travel Request Form with the details.
- The student must wait for approval from you -the host parent(s)- the other host family and also from CISS MLI.

Sleepovers for Japanese students are NOT permitted, due to their programme rules and policies.



TEMPORARY HOMESTAY BACKUP

Should you need to travel or be away overnight while you are hosting, it is your responsibility to provide temporary homestay care for your student. Ideally, a female friend or family member over 25-years old would move into your home for the time you are away.

Or you can make arrangements for your student to go to another MLI host family home (they may have a friend in homestay), notifying the HC and getting approval for the arrangements.

Any financial arrangement is the responsibility of the host.

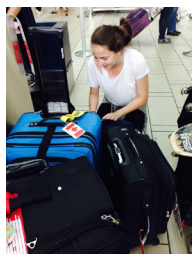
Please advise your Homestay Coordinator of temporary care arrangements in order to address any issues and to know where our students are. MLI will be able to assist in finding backup support for you in case of emergency.

STUDENT TRAVEL

If your student goes home for the holidays or leaves the homestay for other trips, it is appreciated if the host can get them to the airport (if you are located in a community that is in reasonable distance to the airport.) If you are unavailable, please contact MLI to make arrangements on behalf of the student.

FINAL DEPARTURE

Each region will have different departure procedures similar to the arrival procedures. Your HC will notify you of the arrangements made on behalf of the students. Before they leave, ask your student if they have cleared up things like returning school books, paying and cancelling phone plans, etc. Check the student room together to ensure that they have packed all of their belongings and left the room tidy.



COMMUNICATION

PRE-ARRIVAL



You will receive a student profile in advance of your student's trip to Canada. Please do not contact them until they reach out to you first. Once they have contacted you, we encourage positive communication perhaps with tips on what to expect, what to bring, etc. This might also be an opportunity for you to "meet the parents" and to assure them that you will provide the care and attention their child deserves.

Your student may also share their flight information prior to arrival. Please wait to hear from an MLI representative to confirm arrival date/time/location.

NATURAL PARENTS



You are welcome to dialogue with natural parents during your student's stay but avoid things such as the natural parents dictating more liberal curfews from afar. There is comfort in knowing natural parents are onboard, but they should not be advising you on rules.

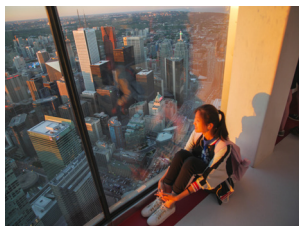
Communication with the natural parents should remain neutral. If there are issues to report, please discuss them with your HC. There is too much potential for hurt feelings and miscommunication when host parents and natural parents try to manage issues without MLI's involvement.

TIPS ON HOW TO FOSTER COMMUNICATION

The family should make an effort to socialize and make their student comfortable. Include them in family outings and social events, as you would any other member of the family. The general rule of thumb is that if you treat them with kindness and respect, it will come back to you.

Open communication is crucial and students are very skilled at communicating through text to keep you updated. Open dialogue can work to solve many problems. If you or your student don't voice concerns, small problems can become larger problems.

If you don't say anything, the other party may not realize there is an issue. Be mindful of asking them how they are feeling and adjusting.



MONTHLY REPORTING WITH HOMESTAY COORDINATOR

Each month families will have a phone call or a visit from the HC to get an update on how things are going. Keep in mind you do not have to wait until this call to voice concerns or ask questions. The content of these reports will be shared with AYP Coordinators/Agents and if there are any concerns or issues we will schedule a follow up with the student and the host family to help resolve any current or potential issues. The AYP Team also prepares progress reports for the agents and natural parents and the content of the monthly reports is important to help show a well-rounded view of the student experience.





RELIGIOUS SERVICES

You are welcome to invite your student to attend religious services with you but it is up to them whether they attend or not.

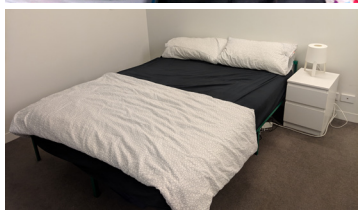


CULTURAL DIFFERENCES

You may be exposed to a broad range of cultures through CISS MLI and each has its own sensitivities. Customs surrounding cleanliness, including showers and laundry, to personal space, including shaking hands, hugging and table manners may vary greatly. We encourage you to respectfully discuss these and other habits with your student as early as possible.

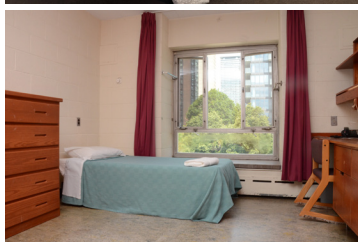


Silence and lack of curiosity may seem rude to us, but in some cultures it is a sign of respect. There are some cultures where “please” and “thank you” are not readily said. In South American countries dinner is often eaten much later than we are accustomed to. Japanese students don’t generally eat dairy.



Discuss their differences and their needs, and be understanding and patient as they learn our Canadian customs.

PRIVACY



While it is important to respect the student’s privacy, it is also recommended you periodically visit the student’s room. Forewarn them that you plan to vacuum and air out the room so they have the opportunity to put away any personal items.

If there is something you don't like, such as finding food or garbage in their room, please have a discussion about your expectations. You should not go through backpacks and personal items. You can also show them how to use the vacuum and change the linens. Many students may never have made up a bed before this experience away from home.

SOCIAL MEDIA

Have a conversation with your student about social media and your family's policy. There will be lots of photos taken over the course of their stay. Let them know if you do not want images of your family posted on social media or names tagged. Please confirm with your students if they are comfortable with you posting photos of them on your social media, as they or their parents may not be comfortable with this either.



APPROPRIATE AND INAPPROPRIATE TOUCH

1. Refrain from hugs, kisses, or other physical contact with your students. A no touch policy is safe and eliminates any misunderstandings between host and students.
2. Avoid sitting alone on a couch at night with your student. This is not comfortable to the student and can lead to misunderstandings or inappropriate actions.
3. When spending time with a student in the student's bedroom, please keep the bedroom door open at all times
4. As adults in the home, you are more at ease with good touch/bad touch. Please help students to avoid being placed in an awkward or uncomfortable situation by removing yourself from any situation that becomes questionable where touch is a possibility. Help them to know to SAY NO.

Please help our students **be smart and be safe and be self aware**. We want them to enjoy their time in Canada and feel clear on what to do if they are in a situation at home, at a friend's home, at school, or in public where they are not at ease.

UNEXPECTED ISSUES

CONFLICT RESOLUTION

MLI does its best to facilitate an easy transition into hosting. Your students receive an orientation prior to arriving in your home. They are fully aware of our expectations of them as a homestay student. You are not providing a hotel, but a home with a family life.

However, issues arise and we are here to help. You might face issues like not obeying curfew, not attending school, general disrespect or not eating/fussy eater. From the beginning, explain to your student things like curfew, expectations as a family member, use of household items, meal times, etc.

Be clear from the outset – house rules must be written down so there is no room for miscommunication or forgetfulness. Keep a copy on the fridge or give a student their own copy to keep in their room to refer to.

STEPS TO RESOLUTION

1. Discuss concerns respectfully with your student.
2. Contact your Homestay Coordinator who may provide advice or seek further help from the AYP Coordinator.
3. The AYP Coordinator will contact the student to discuss the issue and follow up with suggestions for resolution.
4. If necessary, the agent and natural parents will be introduced into the conversation to help support the required behavior from the student. MLI has a structured escalation process that may include the following, depending on the severity of the issue:
 - Verbal Warning from AYP Coordinator
 - Probation
 - Warning Letter
 - Termination of Program and return home - very rare.

The host family will be kept up to date as the issue progresses and with regard to which steps have been taken.

MOVES

Students may be moved from a homestay for various reasons. For example, if the student and family are unable to create a comfortable bond, the family is not meeting the expectations listed in the Host Agreement, a household member is abusing alcohol or drugs, the homestay is hosting too many students or mixed genders of international students or students of the same nationality or first-language. Please refer to your hosting agreement or contact your homestay coordinator if you have any questions. We all have a duty of care to protect our students who are minors and far away from home. The students needs have to come first.

IN THE FIRST MONTH

If a student would like to change their homestay, notice is NOT required. This also extends to the host family if a student is not fitting into the home. If the student moves out, a refund will be expected for the days remaining in that first month.



AFTER THE FIRST MONTH

If a student decides to leave the homestay, they are expected to provide two weeks notice. This also applies if the family requests that the student move out. Once notice is given, payment is granted for the next two weeks and the student can stay until the completion of that two week period. The host family is required to pay back the amount owing past the two week notice period.

In cases where element(s) of the agreement are disregarded, the two week notice period and applicable payment policy will not apply. Please continue with your obligations regarding food and a safe and caring environment until we move the student.



PAYMENTS

Families will be paid semi-monthly by direct deposit for the 1st and 15th of the month. Please provide a void cheque or bank deposit information to your HC for this purpose.

Partial stays are pro-rated (monthly rate divided by 30 days).

If a student moves out during the month, the remainder must be reimbursed to be paid to the new family.

If the family takes the student to dinner or a social event, the family is responsible for the cost.

If there are any questions on payment issues please email head office at info@mlihomestay.com and a representative will contact you.

Host families are not paid if you are on vacation or away, and your student is staying in a respite family.

IMPORTANT RULES

- 1.** English (or French in FSL placements) is to be spoken all the time; the student should not be exposed to another language in your home.
- 2.** Student must not travel in a vehicle where a driver is under 25 years of age.
- 3.** No opposite gender host siblings from other international programs are allowed.
- 4.** You cannot host international students from other programs with the same nationality or first language – for example Mexico and Spain are both Spanish speaking and would not be permitted.
- 5.** Maximum of two international students per homestay. There may be an exception when two students from one group come at one time for a short duration. Please contact your HC for approval.
- 6.** Advise your HC of any changes to your host profile as soon as possible, including family or friends staying overnight or other international students arriving or departing, new pets, contact numbers, etc.

7. Your student requires a private bedroom – no sharing with host siblings or other students from other programs.

8. Household safety is important. Smoke and CO2 detectors are required by provincial and federal laws. Detectors should be fully operational and compliant with standards. Student should know the emergency evacuation plan in case of fire in the home. Home and auto insurance must be kept up to date with minimum coverage of \$1 million.

9. Do not enter into any financial agreements with the student; no loaning or requesting a loan from the student. There should be no payments for additional services and it is NOT acceptable to ask for a damage deposit. Do not sign contracts for cell phones or gym memberships for students.

10. Students are not allowed to babysit (this is a liability issue) or perform any chores or work in exchange for money.

11. Damages – must be reported in writing, with photographs, to head office within 10 working days. An MLI representative will visit the home to inspect the damage and discuss the best course of action. MLI is not responsible for damages incurred, but will facilitate communication with the student and natural parents to seek a resolution that is favourable to all parties. Normal wear and tear is not considered to be damage.

12. Do not leave your student unsupervised overnight. Female students **cannot be** in a homestay overnight with only male household members.

13. Review student handbook to ensure you are aware of the program expectations on our website under Be A Homestay—Resources.

14. Do not ask your student for gas money to take them on a day trip. If your student is going to be involved in an ongoing activity requiring regular driving, please contact the MLI Homestay head office to discuss.

CANNABIS

Recreational Cannabis is now legal in Canada for adults. It is not legal for minors. Please ensure this is understood by all family members and guests to your home. Please also be reminded that as a host of an international student, you have agreed to the MLI terms and conditions which state that you will provide a safe home for your students which is Cannabis-free at all times.

ILLNESS AND EMERGENCY

MEDICAL COVERAGE

Your student has medical coverage. They must bring their insurance card if they go to a clinic or hospital. Sometimes the student will have to pay upfront but will be reimbursed after the insurance company receives the receipt and claim form. Please advise your HC if you are taking your student to a clinic or hospital. If the student does not have a credit card please do not pay for medical services on their behalf. Contact the emergency line for assistance with payment.

ILLNESS

If your student is sick on a school day, please call the school office. You DO NOT have to stay home from work for minor illnesses. If it is a more serious condition, please consult your HC to come up with a plan. Please contact your HC for ongoing illnesses or related concerns.

Overseas travel insurance will NOT cover medical treatment, hospital charges or ambulance charges if drugs or alcohol are involved.

24-hours, 7 days per week
MLI Emergency staff available

EMERGENCY TELEPHONE

1-866-388-6543

If you have an emergency, please call this line and an MLI manager will be there to assist you. Please use this number only in the case of serious emergency situations.

THANK YOU!

At MLI, we focus on finding families who provide a safe and caring environment and commit to offering opportunities for students to experience local life and culture.

We do our best to match families with students according to their interests, religious needs, allergies, dietary needs, proximity to school and family composition.

You have been selected as we believe you fully comprehend our program, will adhere to our requirements and can offer our students a welcoming environment in which to develop their English or French skills.

We wish you success in each and every homestay experience!

MLI HOMESTAY TEAM

IT'S A FAMILY EXPERIENCE!



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