



ISP Arrival Information:

The ISP students arrive throughout the year. Our busiest placement times are between July and August. Students sign a 2 or 3-month contract to stay with their host families. Approximately 60% of our students request to extend their stay after their contract expires. Students who want to extend their stay must get your permission first. Hosts are only required to house the students for their initial contract period. Please let your students know at least 30 days before their contract expires if you can't continue to host them. If your student is enrolled in a special program that has different program dates, we will inform you of this during the placement confirmation.

What should I do before my student's arrival?

Once ISP has confirmed the placement, please contact your student via email or Skype to introduce yourself. This helps the student and host build a relationship and provides a smoother transition into the homestay. Please be sure to get the students room ready and refer to what to provide your student on page 3.

Do I need to pick up my student from the airport?

Host families do not pickup our students from the airport. Most ISP students sign up for an ISP airport driver to pick them up and bring them to your home. Your student's profile will indicate this. If this is the case, the ISP airport driver will email you 2 days before arrival to confirm the time they will be to your home. Hosts must be home to greet their student personally. If your student did not sign up for an ISP driver, they are responsible for sending you information regarding the date and time of their arrival. If your student doesn't provide this information at least a week in advance, please e-mail admin@isphomestays.com.

What are the payment procedures?

The monthly payment amount is indicated in the email we sent when you received your student's profile. Students pay their hosts on the day of their arrival. If they arrive in the middle of the month, hosts can either prorate their payment until the 1st of the month, or have their student pay on the same day each month (arrival on the 15th of the month, means the student would pay on the 15th of every month). Students only pay in one month increments. Hosts may not ask students to pay for anything other than the rent monthly without advance approval from ISP. Students do not sign leases or pay deposits directly with their host. The rent amount and ISP policies remain in effect after the initial contact period.

Can I collect a deposit from the student?

ISP keeps a \$100 deposit for each student to ensure they leave their bedroom and bathroom in the same condition as when they arrived. When your student departs, ISP will contact you to make a determination if the student should get their deposit returned. If you feel that the student shouldn't have their deposit returned due to excess damage to the bedroom, you must email photos to prove the damages you're claiming. Please expect that hosting a student should result normal wear and tear to the bedroom. Please take photos of the student's bedroom before they arrive to keep on file.

I have a student on the meal program. What do I have to provide?

Students on the meal program receive breakfast and dinner daily. Students make their own breakfast and dinner **must** be prepared at least five nights per week by the host. If you're not cooking the other two nights, please have food for the student to heat or prepare. Please explain to the student what they can eat for breakfast and ask about any dietary restrictions they have. Meals should be a variety of healthy and fresh foods. Hosts should avoid using an abundance of frozen foods.

Breakfast: Students prepare their own breakfast, which include juice, toast, cereal, yogurt, bagels, fruit, etc.

Lunch: Students either buy their lunch at school or purchase lunch food to prepare their lunch at home. Please have room in your kitchen for the student's food storage.

Dinner: Hosts **provide** dinner every day. Hosts are responsible for **preparing** dinner at least five nights per week. On the nights when you're not cooking, students can reheat leftovers, heat quick dinners, or eat take out food (purchased and brought home by the host).

Snacks: Students should purchase snack foods, favorite foods, and special foods (for dietary restrictions) on their own.

If your student would like to switch from a meal to a no meal plan after their arrival, they must ask you for permission before doing so.

My student didn't sign up for meals. What does this mean?

Students without meals prefer to purchase and prepare their own food. Students may only doing light cooking in your kitchen, which includes microwavable food. Hosts must provide space in the kitchen for the student to store food.

Can my students have friends/family sleep over and stay with us?

Overnight guests are not allowed. Students should ask you if they can have friends come over for a visit. If your student asks to have a guest spend the night, please remind them that the ISP rules indicate this is not acceptable including when parents visit.

Can I have house rules?

Yes, please compile a short list of the house rules that are most important to you and provide this to the students upon their arrival. This will help them understand your expectations. Please be sure this list is not too excessive as too many demands can easily confuse students. Please discuss your expectations with your student.

When is my student leaving?

Your student will provide you with a notice 30 days before they leave your home. Please also ask your student what their plans are one month before their contract ends and remind them about the required notice. Students are financially responsible for their 30-day notice period, unless ISP can find you a new student to take their place.

What happens if my student breaks something in the house?

Students are responsible paying for any damages to your home up to \$250.00. Hosts must make a claim their homeowners' insurance policy for any damages that exceed this amount. Please contact ISP for guidance if needed.

What if my student doesn't clean their bedroom/bathroom?

For hosts who have high standards of cleanliness, hosting can be challenging. Students are busy and usually don't have high standards of cleanliness. Please be sure to communicate your expectations and teach your student how to clean by physically showing them how to do so, where the cleaning supplies are located, etc. Most students have never cleaned before and don't understand what is expected of them. Make sure your student know how and when to use the washing machines, how to make a bed, where to hang wet towels, how to clean a bathroom, etc. The more information you give, the better.

Do I need to provide laundry facilities for my student?

Yes. If you don't own a washer and dryer, you will need to give your student money for two loads of laundry per week and assist them with getting to and from the Laundromat. Please show students how to use your washer and dryer and when they should do their laundry. Hosts provide laundry detergent.

What do I need to provide for my student?

Hosts provide toilet paper, bed linens, pillows, blankets, towels, laundry detergent, wireless high speed Internet, and ample light for studying. All students have a private bedroom with a bed, desk, lamp, and storage for clothes. Beds must have a frame off the floor. Hosts also must provide a spare house key for the student so they can come and go independently from the home. Please have your student demonstrate that they know how to lock and unlock the door and put a note on the door to remind them.

What happens if I need to leave my home for a vacation or emergency?

Please contact the ISP office **immediately** to inform us. You will need to find a relative, friend, or neighbor to check in and prepare meals for your student. Please provide your student and ISP with the person's contact information. Make sure you discuss your absence with your student so they know how to reach someone in case of emergency. Host may only leave the home for 3 days without overnight supervision for the student.

Can I take my student on vacation?

If the trip doesn't conflict with their school schedule and your student would like to join you, yes! Please discuss any expenses the student will be responsible for so they can decide if they can attend.

What if my student travels during their stay?

Students must pay their rent while they travel, including during Christmas and summer holidays. Some hosts give a credit of \$175 per month for meals that aren't consumed during their absence. Please note that if hosts accept rent from the student while they're away on vacation, hosts may not use the bedroom for other visitors.

If my college student is under 18, am I their legal guardian?

Legal guardianship and authority remains with their parents. Many international community college students are under 18 years old.

Will my students have medical insurance/what should I do if my student gets sick?

Every international college student has medical insurance purchased with their college tuition and coordinated by the college. Please ask your student for their insurance card. Each college has a health center where the student can be treated. For emergencies, please take your student to the nearest hospital. All students have signed a release form authorizing their host family to act as their representative for medical emergencies. ISP keeps a copy of the release in the office.

Who do I contact if my student has an emergency?

Our 24-hour emergency number is 650-450-7662. For non-emergency questions, please contact our office at 650-947-8879 or your ISP Coordinator.

What is culture shock?

Students adjust differently to living in America. This is a tremendous journey, and there are stages and patterns to the process. Upon arrival, students are in the "honeymoon" period. Everything is new, exciting, adventurous, and fun. Four to eight weeks after arrival, students usually experience culture shock. The "greatness" about America wears off. Students find themselves frustrated by differences between America and their country, upset about not being able to communicate effectively in English, frequently complain, become homesick, and/or find issues with their host family and school. This period may last between two and four weeks. Once through this milestone, students are typically done with the majority of their immersing process.

What if my personal information changes?

All hosts must ensure that their host information is accurate. If there are any changes to your host profile, (new baby, new tenants, adults moving in the home or visiting family members staying over 30 days, new pets), this information must be communicated to ISP. All people residing in the host home over 18 years old must sign the ISP Host Agreement and have a cleared criminal background check on file which is updated every 2 years.

How will my student get to school?

All ISP students take public transportation or use uber to get to and from school. ISP is required to place participants in host families that live within a 60-minute commute area. Please research the bus commutes from your home to the college by visiting google maps. Only a very small percentage of students have cars. Please help your student find the best bus route from your home to their school. ISP is committed to being sure they all students are placed so that they can get to school as quickly as possible.

Can I speak any other languages at home?

Please make sure to speak English with your students at all times including during meals and outings. Students select homestay to be immersed into an English environment. We understand that many hosts are multilingual, however not speaking English can result in the student being moved from your home.

When should I contact ISP?

Please contact us immediately if you have an issue with your student and when your student moves from your home. If your student is showing any signs of depression, not eating, not leaving their bedroom, difficulty with school, doesn't appear to be attending classes, etc., please call us so we can assist you. We encourage frequent host communication so we can update our files and assist you with any questions.