DELTA

International Student Handbook

...so much more!

English_ 2026_ v.5

Updated August 2026

…

WELCOME TO DELTA SCHOOL DISTRICT

On behalf of all the staff in our International Student Program, I would like to extend a warm welcome to all new international students joining us at Delta School District. You are about to start an exciting adventure in Canada and we are honored to support you.

In order to help you adjust to your new learning and living environment, we have prepared this orientation handbook. Take some time to familiarize yourself with this document. We have a variety of staff members ready to help you in both the home and school environments.

Enjoy your time in Delta. We hope that you achieve your educational goals and make new lifelong friendships along the way. You are the master of your own success, so reach out and take advantage of this opportunity in your own unique way.

Sincerely

Karen Symonds
Director
International Student Program

Contents

WELCOME TO DELTA SCHOOL DISTRICT 2
STUDENT PROGRAM COORDINATOR CONTACT INFORMATION 5
Homestay Coordinator Support: 5
Homestay Coordinator Hours: 5
INTERNATIONAL STUDENT PROGRAM HIGH SCHOOL CONTACT INFORMATION 6
INTERNATIONAL STUDENT PROGRAM OFFICE CONTACT INFORMATION 6
CLOTHING SUGGESTED FOR A YEAR IN DELTA 7
CULTURE SHOCK. 8
THE HONEYMOON STAGE: 8
THE DISTRESS STAGE 8
THE TRANSITION STAGE 8
THE INTEGRATION STAGE 8
TIPS AND TRICKS (to minimize the effects of culture shock) 9
CULTURE, CUSTOMS AND ETIQUETTE 10
AT SCHOOL 11
LIFE IN YOUR NEW HOME 12
Heat and Electricity: 12
Food and Drink: 12
In the Bathroom/Laundry Room 13
HOMESTAY RULES & EXPECTATIONS 14
AROUND THE HOME 15
Family Involvement: 15
Phone use: 15
Cell Phones: 15
Computer Use: 15
Household Chores and Laundry: 15
Babysitting and Dog Walking: 15
CURFEWS 16
FRIENDS 17
HOMESTAY FEES 18
CHANGING HOMES 19
LIMITATIONS 20
STUDYING IN CANADA 21
Important Rules at School: 21

TIPS FOR STUDYING IN CANADA: 22
EMERGENCIES AND MEDICAL 23
Emergency Contact Card: 23
MEDICAL/DENTAL....23
Medical Coverage: 23
PERSONAL SAFETY TIPS. 24
On the Street:....24
Bicycling: 24
Scams / Fraud:....24
In Conclusion: 24
Wellness Resources…....25

STUDENT PROGRAM COORDINATOR CONTACT INFORMATION

Homestay Coordinator Support:
Both the homestay families and the students have the support of the Homestay Coordinator. If difficulties occur, the coordinator is available for support on an ongoing basis. If you have a school issue, please contact the International Student Coordinator at your specific school (see contact list for email and phone number contacts). Homestay coordinators mediate between the host family, the student and the agency if one is involved, and often do this by round table discussion with all parties present.

Homestay Coordinator Hours:
Homestay coordinators work at the School Board Office at 4585 Harvest Drive from 8:30 am to 4:00pm, Monday to Friday. They are also available after hours via cell phone. The International Programs Office is on the main floor right across from the main door.

Area	Homestay Staff	Phone Number	Email
Manager	Brent Gibson	604-952-5075	bgibson@GoDelta.ca
Delta and Delview Secondary	Teri Gallant	604-952-5399	tgallant@GoDelta.ca
North Delta and Sands Secondary	Deborah Wallace	604-952-5396	dwallace@GoDelta.ca
South Delta Secondary	Tania Hope	604-952-5385	thope@GoDelta.ca
Burnsview and Seaquam Secondary	Michele Ramsden	604-952-5352	mramsden@GoDelta.ca

For emergencies after hours or on weekends, please contact the homestay coordinators or Karen Symonds (Director) by cell phone:

Brent Gibson -	604-319-0493
Teri Gallant –	604-319-2575
Deborah Wallace –	604-612-1465
Tania Hope –	604-612-4020
Michele Ramsden –	604-329-0373
Karen Symonds –	604-396-6862

Emails will be answered during office hours.

***Please program the applicable numbers in your cell phone for emergency purposes**

INTERNATIONAL STUDENT PROGRAM HIGH SCHOOL CONTACT INFORMATION

School	International Student Coordinator	Telephone	Email
Burnsview Secondary (BU)	Jays Pham	604-594-0491	jpham@deltaschools.ca
Delta Secondary (DE)	Nikita Pardiwala Yuswack	604-946-4194	nyuswack@deltaschools.ca
Delview Secondary (DL)	Mark Pocock	604-594-5491	mpocock@deltaschools.ca
North Delta Secondary (ND)	Stephen Platzer	604-596-7471	splatzer@deltaschools.ca
Sands Secondary (SA)	Brooke Savoy	604-594-3474	bsavoy@deltaschools.ca
Seaquam Secondary (SE)	Wendy Yamazaki	604-591-6166	wyamazaki@deltaschools.ca
South Delta Secondary (SD)	Scott Pike	604-943-7407	spike@deltaschools.ca

INTERNATIONAL STUDENT PROGRAM OFFICE CONTACT INFORMATION

Director (Custodian for Students)	Karen Symonds	604-952-5372 604-396-6862(cell)	ksymonds@GoDelta.ca
District Principal of International Programs (South Delta)	Claire George	604-952-5370 604-562-4064 (cell)	cgeorge@GoDelta.ca
District Principal of International Programs (North Delta)	Jim Hope	604-952-5332 604-763-4406(cell)	jhope@GoDelta.ca
Homestay Manager	Brent Gibson	604-952-5075 604-319-0493 (cell)	bgibson@GoDelta.ca
District Coordinator Elementary School Support	Kimberley Grimsey	604-952-5394 604-329-2693 (cell)	kgrimsey@GoDelta.ca
Marketing Manager and Spanish/Portuguese Student Support	Israel Aucca	604-952-5301 604-230-0299(cell)	iaucca@GoDelta.ca
Manager of Student Health, Wellness and Special Projects	Mariana Hernandez	604-952-5398 604-250-6647 (cell)	mhernandez@GoDelta.ca
Korean Student Support	Elaine Chu	604-952-5305 778-988-6069 (cell)	echu@GoDelta.ca
Chinese Student Support	Laura Liu	604-952-5344 604-790-9304 (cell)	lliu@GoDelta.ca
Japanese Student Support	Akane Nishikiori	604-952-5381 604-841-0123 (cell)	anishikiori@GoDelta.ca
Accountant/Medical Homestay Cheques	Michelle Lu	604-952-5327	mlu@GoDelta.ca
Administrative Assistant	Akiko Takao	604-952-5367	atakao@GoDelta.ca
Admissions and Records	Sungmin Kang	604-952-5302	skang@GoDelta.ca
Administrative Assistant	Tiana Pham	604-952-5366	tpham@GoDelta.ca

CLOTHING SUGGESTED FOR A YEAR IN DELTA

*Please note: This is a general guideline as to what to pack

March/April/May

- Sweaters (fleece, wool, cotton, etc.)
- Hoodies, jeans
- Long and short sleeved shirts
- Pajamas
- Umbrella
- Sun glasses
- 7 – 10 pairs of underwear and socks

June/July/August/September

- Shorts, cropped pants, skirts
- T-shirts, light jeans
- Good walking shoes
- Bathing suit, sun hat, sun glasses
- Sandals
- Light sweater
- Light hoodies
- 7 – 10 pairs of underwear and socks

October/November

- Rain jacket, umbrella, warm coat
- Rain boots/shoes
- Long sleeves shirts
- Hoodies, sweaters
- Jeans, sweat pants
- Gloves
- Warm pajamas, slippers
- 7 – 10 pairs of socks and underwear

December/January/February

- Warm coat, umbrella
- Jeans, pants, tops, hoodies
- Warm hat
- Gloves and scarf
- Clothes you would wear in early spring or fall
- Warm pajamas, slippers
- 7 – 10 pairs of underwear and socks

For ski trips

- ski pants, a ski jacket, goggles, and warm waterproof gloves

CULTURE SHOCK

Culture shock is a very real psychological process everyone experiences upon arrival in a new country. There are four stages of culture shock and they affect everyone differently. The key to coping with culture shock is to understand the stages and that the feelings associated with each one are normal. Some become frustrated with how different things are in Canada and how tired they become having to use English all day, every day. The good news is that almost all students get past these feelings and end up having a wonderful experience in Delta.

THE HONEYMOON STAGE:

When students first arrive in Canada everything that is new and different is also wonderful and interesting. This is the only stage most tourists experience because they never have to settle into a new culture. This stage can last anywhere from a week to a month or more.

THE DISTRESS STAGE

This is the stage where the reality of being abroad for a longer period of time hits home. Cultural differences that you found interesting earlier in your stay can become taxing. You may feel confused, isolated and/or overwhelmed during this stage. This stage can be exhausting, particularly if learning English is proving a challenge as well.

THE TRANSITION STAGE

This is the most important stage to understand. During this stage, some students become angry or frustrated with Canadian life. They constantly compare it to their home culture and begin to lament the differences. Don't worry, this is normal. The key is to recognize the symptoms of this stage and not give in to them.

THE INTEGRATION STAGE

Cultural challenges and language issues begin to subside as students accept and embrace the differences that previously frustrated them. This is the stage when your study abroad experience becomes everything you hoped it would be; you feel confident and relaxed in your community, your school and your homestay.

While it is important to be aware of the stages listed above, it is equally important to point out that not everyone goes through every stage. Some students arrive and are immediately homesick. Others never experience the frustration of the transition stage and skip quickly to the integration stage. The key is to be aware of what is happening and to remember that people are available to help you like your Homestay Coordinator and school counselor.

TIPS AND TRICKS (to minimize the effects of culture shock)

- **Do your research.** Know as much as possible before you leave so that there are fewer surprises once you arrive. Make use of the internet and don't hesitate to email your Homestay Coordinator with as many questions as you like.

- **Be open-minded.** Don't judge and try not to compare. Canada is different from your home country. That's one of the reasons you chose it for your study abroad experience! Challenge yourself to learn about different ways of doing things; don't dismiss them as wrong or inferior.

- **Get involved.** Participate in school club and/or sports teams and, if possible, become active in the community.

- **Be patient.** Give yourself time to adapt to your new surroundings and to make new friends. Don't put pressure on yourself; it takes time to acclimate.

- **Keep active!** Feeling good physically will help you to feel good mentally. Make physical activity part of your daily routine and/or your school timetable.

- **Relax.** Make sure your day includes time set aside for mental rest. Studying, speaking English and navigating the day-to-day realities of a new country and culture requires a lot of energy. Spend some "down time" each day listening to music, surfing the internet or reading a book in your first language.

- **Manage your connections to home.** Keeping in touch with family and friends is vital and can be a valuable support during your overseas stay. Too much contact, however, can be counterproductive. Keep in touch but not at the expense of making new friends, participating in activities and/or keeping up with your studies.

- **Stay healthy.** Eat foods that are good for you and make you feel good. Get enough sleep at night. Consider taking a vitamin supplement. Don't wait too long to visit a clinic if you are feeling ill.

- **Ask for help.** You are not alone in Delta. If you are feeling sad, lonely or frustrated, talk to your Homestay Coordinator or a staff member at your host school.

Most important of all: remember why you came to Canada! It is supposed to be different and challenging. If Canada was the same as your home country, there would be no reason to come.

CULTURE, CUSTOMS AND ETIQUETTE

Canadians are generally easy-going and fun-loving. We don't take ourselves too seriously and we aren't easily offended. There are, however, some cultural expectations and standards to be aware of. Use common sense and keep the following Do's and Don'ts in mind:

- Do knock before entering a home (and wait to be invited inside);
- Do remove your shoes before entering someone's home;
- Do say "excuse me" if you bump someone accidentally
- Do offer to hold the door open for someone else (even strangers) when entering a building;
- Do say "Good Morning" when you see family members at breakfast and "Good Night" when going to bed (don't just enter or leave a room without a greeting);
- Do use a tissue to blow your nose (don't sniffle in public because this sound is rude).
- Don't burp in public if possible;
- Don't slurp your food or chew with your mouth open;
- Don't ask an adult their age (unless you know them very well);

Canadians generally get up early (6:00 to 7:00am), eat dinner early (around 6:00pm) and go to bed early (10:00 to 11:00pm). Dinner is at a scheduled time and it is important not to be late and to respect the dinner hour.

Doors to bedrooms are generally kept open unless a person wants privacy. A closed door means that you must knock and wait for an invitation to enter. Canadians will think it strange if you always stay in your room with a closed door. Bathroom doors are kept open when no one is inside.

It is important to show the same respect for your host mother as for your host father.

Canadians value honesty and are usually quite direct. Apologize quickly when you make a mistake and try to solve the problem – making eye contact with the other person. Eye contact means honesty and sincerity and is very important in Canada.

Canadians speak quietly in public places; lower your voice level or laughter. Talk quietly on cell phones because loud phone conversations are annoying to Canadians.

Canadians eat quietly (don't make sounds when eating such as slurping). Do not eat with your mouth open, as this is offensive in Canada.

Canadians brush their teeth often to get rid of bad odors. Clothing should not give off unpleasant smells so change your clothes often and use deodorant. Canadians shower or bathe once a day.

AT SCHOOL

Be polite. Say "please" and "thank you" when applicable and say "excuse me" if you require assistance or need to get someone's attention. Do not interrupt people when they are speaking, particularly teachers.

Raising your hand and waiting for the teacher to call on you is standard protocol in all classrooms.

Appropriate Physical Contact:
Canadians value their personal space but some forms of physical contact are common. Handshakes are routine when being introduced to someone for the first time and a pat on the back is a common way of supporting or congratulating someone. Hugging is a final farewell or to console someone is also common.

Greeting Teachers:
Canadian's greet one another using their given/first names. In class, however, use Mr./Mrs./Ms. and your teacher's second/family name: e.g. Mr. Smith.

Tutoring: If you request a tutor, please speak to your Homestay Coordinator, who will make the appropriate referral to a qualified tutor/tutoring service.

No tolerance for discrimination:
It is important to be aware of gender roles in Canadian society. Women and men are equal in and out of the home. Housework is generally a shared responsibility.

Canada is a liberal and multicultural society. Discrimination of any kind is not tolerated. In Canada, all people including immigrants and visitors have the right to be treated equally without regard to race, ethnicity, gender, religion, sexual orientation or disability.

Important: *all students are to be treated equally by one another regardless of any of the above-listed criteria including nationality. Students who bully other students in any way are subject to dismissal from the International Student Program.*

LIFE IN YOUR NEW HOME

Life in a Canadian home is likely much as you have imagined it. Host families come in all shapes and sizes including those with and without children, some with two parents and some with one.

Heat and Electricity:

Most Canadian homes have central heating (natural gas furnaces). Homes are generally kept warm during the day and cooler at night. They are well-built and insulated. However, Canadians prefer a cool temperature in the home. If you are cold, please tell your host family and ask for an extra blanket, etc. Canadians wear warm clothes inside the home such as a sweater or housecoat and slippers.

Canada's electrical supply and electrical outlets (sockets, wall plugs) are the same as those of the USA. The electrical supply is 110 Volts and 60 Hertz (cycles per seconds). Canadians are generally very energy-conscious. Make sure you turn off the lights when you leave a room and that you turn off appliances and other electronic devices when you are finished using them.

Food and Drink:

Families generally eat three meals a day. Breakfast is usually quick and light on weekdays. Cereal and/or toast are common and may be "self-serve". Most students bring bagged lunches prepared by their host families to school. Dinners are the biggest and most important meal of the day. It is a time to eat, relax and socialize. Some Canadians eat a lot of leftovers – either for lunch the next day or even for a dinner the next night.

Please make a point of maximizing the dinner experience; it is a great time to connect with your family and improve your English.

Please be sure to be home on time for dinner and if you plan to be out with friends, it is very important to tell the host parents well in advance that you won't be home for dinner.

Canadian food is very eclectic. In any given week a Canadian family might eat Italian pasta, a Chinese stir-fry, a North American bar-b-que and a British-style pot roast for dinner. Local grocery stores stock ingredients for meals made around the world. Please advise your host parents of any food allergies and let them know what foods you enjoy the most. Meals are usually served "home-style" which means you help yourself to the various dishes on the table.

Note: Water in Delta is clean and drinkable straight from the tap. Most Canadians now feel that using plastic bottled water is not good for your health or the environment. Tap water in BC is the cleanest in the world and is very pure – coming straight from the local mountains. Please feel comfortable if your host family serves tap water.

In the Bathroom/Laundry Room:

Most Canadians shower in the morning, before work or school. Please talk to the members of your family about the best time to shower in the morning so that there are no line-ups at the bathroom. If you plan to shower at night, try to do so before 9:00pm so you don't disturb the family late at night. A typical shower in Canada lasts about 10 minutes. Remember that Canadian hot water tanks are quite small; so long showers can use up all the hot water for the whole house!

Please keep the bathroom area clean and dry after you use it. Remove all loose hair from the sink or tub so the drain won't clog. Put this in the garbage can. The bathroom should look the same when you leave as when you entered it.

Sewer systems in Canada are high-capacity and plumbing in homes is durable. Toilet paper should be placed in the toilet but feminine hygiene products should be placed in the garbage.

Canadians wash clothes approximately once a week. Put your dirty clothes in the hamper provided by the host family. The host will sort the clothes and wash all whites and delicate clothes together and the darker colours and rough clothes like jeans will be washed separately. Canadians don't hand wash underwear and hang to dry each day like in Asia. Most Canadians have at least 7-10 items of underwear so they can have enough clean clothes until wash day. Please bring enough socks and underwear.

Canadians like their privacy – please knock on a bedroom door and wait to be invited inside. Do not simply walk into a bedroom or bathroom uninvited. Do not enter the host family member's bedroom when they are away because this is their private space.

Your privacy is also important to Canadian families and they will respect your bedroom as well. However, please remember that the host parents, as adults, have the right to enter your bedroom for a variety of reasons when you are gone (for example to clean).

Interact with your host family. Do not stay in your room with the door closed. Sit in the living room and read a magazine, be with the family to watch TV, help in the kitchen and participate in family social gatherings.

Canadian family life is informal. Family members tease and joke and may even make fun of a parent. Parents are treated respectfully, but also casually and playfully.

Canadians love their pets and may treat their animals like family members. Dogs may even sleep on the bed at night with their owners. Don't tease or hurt the animals in the home.

Take note of special events in the home such as a birthday and help celebrate them. It is kind to make or buy a card and write a thoughtful message inside.

HOMESTAY RULES & EXPECTATIONS

1. **The student is responsible for following these guidelines:**

Student will:	
✓ keep their bedroom and bathroom tidy & clean up after themselves if they use the kitchen ✓ abide by homestay and school curfew ✓ introduce his or her friends to the homestay parent(s) and request permission to have guests in the home ✓ inform homestay parent(s) where he or she is going, with whom, and when he or she will return ✓ show respect to all family members, their belongings, and house rules	✓ be reachable by cell phone at all times when away from home ✓ not take food or drink into bedroom without permission from the homestay ✓ reimburse homestay family if he/she causes any damage ✓ make an effort to participate in family activities ✓ have written permission from parents and school coordinator if travelling outside of the Lower Mainland area or country ✓ not have students of the opposite gender in student's bedroom

2. **The Homestay Parent(s) is responsible for providing the student with:**

The homestay parent(s) will provide:	
✓ a clean well-supervised environment ✓ clean bed linens and towels provided weekly ✓ three meals daily – breakfast, lunch, dinner and snacks ✓ reasonable use of the entire home and utilities and instruction in their use ✓ rules that are reasonable and age appropriate in conjunction with the school district ✓ a private bedroom with a bed and bedding, desk, closet, lamp, dresser, opening window, storage space for books and school materials. ✓ Internet access	✓ a key to the house ✓ space, time and opportunity to study and complete all school assignments ✓ assistance where possible with homework and assignments ✓ contact with the school regarding the student's academic progress and attendance at parent –teacher meetings as required ✓ transportation to and from the airport ✓ transportation to and from the school if it is more than a 20 minute walk

AROUND THE HOME

Family Involvement:
Students are staying in a homestay as a member of the family and are encouraged to participate in all family functions. We encourage families to eat the evening meal with their student, for conversation and family time. Students should be encouraged to take part in community activities such as outings through Parks and Recreation, local church youth groups, etc. The student should be included in family activities during the weekend.

****

Phone use:
Students can use the family telephone, but must use a calling card for long distance calls.

****

Cell Phones:

- Students should note that they will need a cell phone in Canada. Host families need to be able to contact the students when they are away from the home and in case of emergencies
- Cell phones should have a text message and voice message function
- Cell phones must be fully charged when the student leaves the home
- Students must answer their cell phones promptly when they are away from home (please do not turn off)
- All host family members should have the cell phone number
- Please program the International Student Director's cell phone number in your phone in case of emergency – Karen Symonds 604-396-6862

****

Computer Use:
Host families should provide computer access for school projects and to check emails from home. Host families do not have to provide unlimited internet time, and sometimes homestay families need to set very specific limits on any internet surfing. There may be a time limit for how long a student can be on the computer. If a host family finds their student surfing inappropriately, they will contact the homestay coordinator, and the parents will be notified. If a student is caught looking at pornographic websites, there is immediate suspension of computer use in the home and possible dismissal.
****

Household Chores and Laundry:
The students should keep their own rooms clean. They might be asked to help clear away the dishes, or put them in the dishwasher, and have some chores that are appropriate depending on the age of the student.

****

Babysitting and Dog Walking:
International students must not be expected to be responsible for younger children or dog-walking at any time.

CURFEWS

Canadian families go to bed very early compared to some other cultures. Host parents will sleep at 10:00 to 11:00pm, so that is the quiet time in the home. If you must be up later than that to do homework, please be respectful and quiet in your room (know that everyone else will be sleeping). In Canada it is rude to call a home after 9:30pm because no one wants to be disturbed after this time.

Elementary Students:
As a rule of thumb, most families set 7:00pm or 8:00pm curfew Sunday through Thursday, and the weekend curfew would be 9:00pm or 10:00pm.

If going out of the home, students must:

- Ask permission from the host family in advance (the host family can say no to your plan as a parent)
- Tell the host family all details about where you are going
- Make sure that your cell phone is fully charged
- Inform the family who you are going with and the friend's homestay contact information
- Obey the curfew time and not come home after hours
- Call the homestay if you miss a bus or are running late

High School Students:
As a rule of thumb, most families set 9:00pm to 9:30 pm curfew Sunday through Thursday, and the weekend curfew would be 10:00pm or 11:00pm.

If going out of the home, students must:

- Ask permission from the host family in advance (the host family can say no to your plans as a parent)
- Make sure that your cell phone is fully charged
- Tell the host family all details about where you are going
- Inform the family who they are going with and the friend's homestay contact information
- Obey the curfew time and not come home after hours
- Call the homestay if you miss a bus or will be late

Sleepovers:
Students are only allowed to sleep away from the homestay house if there is adult supervision. Your host family needs to call the other home and talk to the adults to make sure that the sleepover is approved. Please give all contact information to your host parents in advance so they can talk to the other parent and give their approval. Note that a homestay parent may say no to your plan for a variety of reasons.

FRIENDS

Excursions with friends for Elementary School Students:
As with all children, it is important for the parent to know the whereabouts of the student during out of school hours. When you are visiting with friends, you need to inform your homestay parent where you are, where you will be going, who you are with, and what time you will be home. Your homestay parent needs to give approval for this before you can leave the home. Generally, elementary aged students do not leave Delta unless with the homestay family or another trusted adult.

Excursions with friends for High School Students:
As with all teenagers, it is critical for the caregiver to know the whereabouts of the student during out of school hours. If you are going to the mall, or into Vancouver, or visiting with friends, let your homestay parent know where you are, who you are with, when you will be home, contact info of your friend and ensure your cell phone is charged before you leave.

Your homestay parents have the right to say no for a variety of reasons. Remember, they are your real parents while you are living in Canada and even if you do not agree, they have the responsibility for your safety and well-being.

Obey all curfew times. If you disobey the house rules, they family has the right to limit your freedoms in the future.

Day Ski Trips on Local Mountains:
There should be a plan for students who go skiing with friends for local day trips.
1. Have a list of the names and student cell/home phone numbers for all students skiing (and parental contacts)
2. Have a plan for the day – what mountain, start and end times, transportation plan.
3. Make a plan for contact during the day – texts at certain hours, text or call when off the mountain and on the way home.
4. Students must keep cell phones on and phones must be fully charged.
5. Students need to ski on a buddy system – no one should ski alone.
6. Students should have a meeting plan – time and location.
7. Host families need to contact the custodian if students do not comply or if there is a concern.
8. Host families need to act as diligent parents regarding all day trips and make sure that the plan for the day is appropriate and acceptable.
9. Host families have the right to deny any trip if there is a concern that a student is not mature enough or able to follow the protocol. Beginning skiers should not ski without an adult, but lessons with a certified instructor are fine.

Visiting friends:
Students must ask permission if they wish to bring another student into the house at any time for a visit. Most homestay parents are okay with the occasional sleepover, but the student must always make sure that it is convenient for the homestay. Please be respectful. Canadians generally like it when student friends are visiting, but there are times when this is not convenient for the family, so ask permission.

HOMESTAY FEES

Homestay Fees:
You must pay your host family on the first day of each month ($1,300 a month). Some students and some group students have pre-paid homestay fees to the school district and do not need to pay. All others pay the homestay family directly on the 1st of the month.

Fees During Vacations: (effective September 1, 2026)

Homestay fees are calculated at a rate of $1,300 a month (or $42 a night for additional nights).

Student Vacations (Regular Year - September 1st to June 30th):
During the school year, students must pay the full homestay fee regardless of any absences for vacations or other reasons.

Student Vacations (Summer Term - July 1st to August 31st):

If a student is away for 3 weeks or longer, then there is the option of boxing his/her belongings away and vacating the room (allowing the homestay family to use the room for another student or other use). In this case, there is no homestay fee paid for this time period. Students and host families can decide if there is space for the student to store boxes of belongings in the basement or garage over the summer if this is agreeable to both parties.
Homestay families may charge a storage fee of $50 a month or partial month for this service.

Damage in the Home:
Students are responsible for promptly reimbursing their families if they cause damage in the home. Don't be scared if an accident happens, that is normal and part of life. No one will be angry if something unexpected happens. Simply tell your host family and apologize. They will see if the damage can be fixed and we will come up with a solution to the problem.

Visiting Parents:
The Homestay Program provides housing for students while they are attending school. Visiting parents can't be accommodated.

CHANGING HOMES

Changing Homes:
It will take some time to adapt to your new home because the culture and family environment is much different from what you are comfortable with. You will also be tired and uncomfortable from jet lag when you arrive and from anxiety about your new life. Take some time to adjust to your new home and talk to your host family about any difficulties you are having. Canadians are open-minded and prefer for you to talk to them if you are having a hard experience.

If after some time you feel that you would like to change homes, please contact your homestay coordinator or the Director (Karen Symonds). If there are problems then the first step is to see if there can be changes made in the home to solve the misunderstanding. If we change the home, then you will be taken to view some other home options and can pick the next home you feel comfortable in.

Please note that the host family must be given two weeks' notice of a homestay change. You can either move immediately (or pay two homes for 2 weeks) or stay in the first home for two weeks and move out at the end of that time. Your homestay coordinator will help you in these situations and will guide you through the process.

LIMITATIONS

Driving:
International students are not allowed to pursue getting a driver's license or to drive a car while in Canada.

Overnight Trips:
Students doing to Whistler and other extended overnight trips must get permission from the school district and must have adult supervision of someone 25 years old and older, that we can contact and verify for liability purposes. Homestays must inform us of the details of any trip the student is planning.

Hitchhiking:
No hitchhiking is allowed.

Smoking:
Smoking is not permissible for any of our students. It is illegal for any underage person to purchase cigarettes in Canada; doing so will break the law.

Drugs/Alcohol:
It is not acceptable for international students to take drugs and consume alcohol. It is against the law and doing this will lead to immediate dismissal and expulsion from Canada.

Visiting the United States:
Students from most countries require a US Visitor's Visa to enter the US. You will also need extra medical insurance for your trip. Students are not allowed to leave the country without contacting Karen Symonds (Director of International Student Programs). You also need to prove that you will be under adult supervision. You also need written permission from your parents. Talk to your homestay parents in advance so they can make sure to help you with the requirements and can give approval.

Tour Company Trips and Vacations:
Students are not allowed to go on overnight trips without adult supervision. A tour company is not adult supervision! You are allowed to travel with your host family, a friend's family, an adult relative, or school trip with a teacher. Ask your host family about any trips you are planning to get the proper approval. Vacations and trips should not interfere with school attendance!

Paid Job While in Canada
Immigration Canada does not permit students to take a paying job in Canada while on Student Study Permits (Visas). To do so may result in a dismissal from Delta School District.

STUDYING IN CANADA

Important Rules at School:

1. You must attend all classes – skipping classes is never permitted. Poor attendance could be a cause for dismissal from the program.
2. Don't be late for any class.
3. Do your homework and school assignments every day and hand in on time.
4. No cheating or plagiarizing.

Some Characteristics of Canadian Education:

You may find some differences between the educational value/system in your home country and that in Canada. It is essential for you to understand the appropriate and accepted roles for students in the Canadian education system. Here are some of the general characteristics of the Canadian educational system:

- **Students are encouraged to ask questions** for clarification, to challenge information, or to extend thinking. The philosophy of education in Canada includes the idea that students should be involved in an interactive learning process; that is, they should not sit passively and accept or memorize what the teacher says.
- **Teacher-student relationships** tend to be relatively informal compared to other countries.
- **Group work** is an important part of the school learning; it values cooperation, tolerance, and compromise.
- **Discussion** is often used as a means of teaching. Students are expected to be able to discuss in order to develop their ideas and opinions and to present them for reactions. One of the main objectives of a discussion is to arrive at a mutually satisfactory understanding or a solution to a problem.
- Students learn not just information, but how to arrive at conclusions, to solve problems, and to analyze. As part of this process, students are often asked how they got an answer, rather than just what the answer is.
- **Plagiarism** (submitting the work of another person as your own/copying the work of another person and presenting it as your own) is a serious offence and may lead to dismissal!

Tutoring: If you request a tutor, please speak to your Homestay Coordinator, who will make the appropriate referral to a qualified tutor/tutoring service.

TIPS FOR STUDYING IN CANADA:

- **Don't be afraid to ask questions** if you don't understand. Teachers expect to be questioned. Make sure you understand assignments that are given. If you're quiet, that will be taken as a sign of understanding. Teachers are usually available before and after school for questions and extra help.

- **Be on time for class.** If you can't attend or be on time, notify the school in advance and explain the reason. If you miss classes, see the teacher the next day to find out what was missed.

- You will probably find the classes more informal in Canada. You will also have to organize your own time since you won't be given a schedule to cover non-class time. Plan your time carefully, balance school work, English practice, and relaxation.

- **Hand in all assignments** on the day they are due. If you are not able to finish your assignment on time, talk to your teacher before it is due. If you miss any assignments/quiz/exam, see the teacher and ask if there is any way to make up.

- **Organize your notes.** Keep all handouts from your teachers.

EMERGENCIES AND MEDICAL

Emergency Contact Card:
Please ensure that you have an emergency contact card and some money on you while away from your home. The card should include your name, your homestay family name, address, and all phone numbers.

Call 911 if you need help from the police, fire department, or ambulance. 911 operators are available in all languages – ask for help in your language if needed. 911 is a free service.

MEDICAL/DENTAL

Medical Coverage:
Upon arrival students are covered under a temporary private medical plan operated by StudyInsured. Your package will include the medical card, information, and a list of local walk in clinics. More information can be found at https://www.godelta.ca/parent-student-and-agent-information/medical-insurance/.

If you are here for a full year, your medical coverage will change to the British Colombia Medical Service Plan (the government medical plan that all Canadians use) after 3 months. Your MSP card will be sent to you at the school when it arrives.

Dental Coverage:
Regular dental care is not covered by the medical plan. If your teeth are damaged as a result of an accident then the care is covered. If you need dental treatment while you are here, please talk to your homestay parent who will help to make an appointment for you.

Medical Care:
In the event of an illness, please seek medical care as needed. Ask your homestay family or school teacher for help. If you are seriously ill or have a medical emergency, please go directly to the hospital and contact Karen Symonds at 604-396-6862, and your homestay family immediately.

Safety:
Never carry large sums of cash – especially not to school! Take care of your belongings at school. Do not leave an iPod, wallet, laptop, and other items unattended. School lockers may not be completely safe from theft so it is best to keep valuable items on you at all times. Don't tell your locker combination to anyone.

PERSONAL SAFETY TIPS

On the Street:

- Plan your route – know exactly where you are going and let others know your schedule
- Avoid shortcuts & dark, isolated places
- Carry ID and limited money
- Never accept rides form strangers
- 911 calls are free from any phone (pay-phone/cellular, etc.)
- Keep Homestay parents and friends informed of your whereabouts
- Crossing street, wait for traffic lights and for traffic to be stopped; walk quickly – do not walk out into the road and expect traffic to stop for you

Bicycling:

- BC law requires that legal safety helmets be worn when riding a bike
- Traffic rules for bikes are the same as for cars. Observe signs and traffic signals
- Don't ride on the sidewalk or in crosswalks.
- Always wear brightly colored, reflective clothing and a helmet.
- Front and real lights are required at night
- Lock your bike at all times. Lock frame and wheel to the bike rack. U-Lock is recommended.

Scams / Fraud:

- Never give or loan money to a person who approaches you on the street. People will take advantage of your trust.
- When you buy something make sure that you get a receipt and are charged the right amount.
- Make sure that your card is returned promptly.
- Never give your credit card information or copies of your card unless you are ready to buy something.

In Conclusion:

Embrace this experience! There will be good times and bad, times of nervousness and joy. In the end you will come out with new strengths you never thought possible. In the decades to come you will look back at your decision to study overseas as a landmark in creating who you are as an adult, allowing you to make a strong and unique contribution to the global community – in your own special way. We are proud to be a small part of your journey!

QUICK REFERENCE GUIDE

studyinsured™

Stay Healthy At School Program

The StudyInsured™ **Stay Healthy at School program** provides international students in your school district with access to **24/7 mental health support**.

MAIN FEATURES

- Round-the-clock, toll-free Assistance in Canada and the USA and collect outside North America
- Experienced and compassionate counsellors with a Master's degree and five years of clinical experience as minimum requirements
- 100+ languages available
- Pre-booked appointments within 48 hours.

USING THE STAY HEALTHY AT SCHOOL PROGRAM

STUDENTS:

Call 1.833.646.1524 any time, day or night, to access mental health care

OR

Connect on the mobile app or online website (see the **next page** for how to connect)

HOMESTAY FAMILIES, SCHOOL ADMINISTRATORS, & COUNSELLORS:

To request a counselling referral, submit the attached consent form.

Please also attach any assessment documents from any previous counselling sessions the student may have had.

IMPORTANT!

Third parties cannot book appointments on behalf of students without their consent.

CALL US FOR ASSISTANCE

TOLL-FREE **1.866.883.9787**
WORLDWIDE **+1 416.640.7865**

StudyInsured™ Assistance is available 24/7 to help with:

- Locating the nearest medical facility
- Coordinating billing
- Questions about coverage
- Submitting a claim
- Arranging emergency transportation

Notify StudyInsured™ Assistance within 48 hours if you:

- Need to be hospitalized for any reason
- Require surgery of any kind (including dental)
- Need an MRI or CT scan
- Need air transportation
- Need medical attention outside Canada

The above is for informational purposes only and is not legally binding. For a full description of coverage, please read your policy wording.

2023-03

QUICK REFERENCE GUIDE

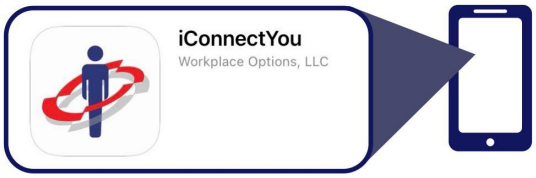
studyinsured™

Stay Healthy At School Program

HOW TO CONNECT ON THE MOBILE APP OR ONLINE WEBSITE

MOBILE APP

Available on Google Play or the App Store



1. **Search and download iConnectYou app**
2. **On the app, click on "Sign Up"**
3. **Enter the following information:**
   - Full name
   - Phone number
   - Email address
   - Account password
   - Passcode: **SHAS**
   - Preferred language
   - Select "I have read and accept the Terms Of Use and Privacy Policy"
4. **Click "Sign Up"**
5. **While signed onto the app, click the three lines on the bottom right side of the page. You will be able to connect to a therapist using the following options:**
   - Call
   - Instant Message
   - Text Message
   - Video Call

ONLINE WEBSITE

Resources and Service Request Portal

1. **Go to ca.helpwhereyouare.com**
2. **Enter company code SHAS and click "Login"**
3. **Choose your language**
4. **Click INTERNATIONAL on left side of webpage**
5. **Choose between scheduling an appointment with a counsellor or LiveConnect**

SCHEDULE AN APPOINTMENT:

- A. **Under the "Centres" section, select "Contact a Counsellor"**
- B. **Enter the required information and a counsellor will contact you within 48 hours to book an appointment**

OR

LIVECONNECT INSTANT MESSAGE:

- A. **Click "LiveConnect" on the bottom right of the webpage**
- B. **On the Anonymous Chat window, select the type of service needed**

CALL US FOR ASSISTANCE

TOLL-FREE **1.866.883.9787**
WORLDWIDE **+1 416.640.7865**

StudyInsured™ Assistance is available 24/7 to help with:

- Locating the nearest medical facility
- Coordinating billing
- Questions about coverage
- Submitting a claim
- Arranging emergency transportation

Notify StudyInsured™ Assistance within 48 hours if you:

- Need to be hospitalized for any reason
- Require surgery of any kind (including dental)
- Need an MRI or CT scan
- Need air transportation
- Need medical attention outside Canada

The above is for informational purposes only and is not legally binding. For a full description of coverage, please read your policy wording.