

HOST FAMILY MANUAL

ANC CONSULTING & ANC ESCO

INTERNATIONAL PROGRAMS HOST FAMILIES

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Table of Contents

International Programs Housing	4
Introduction to International Housing Program	5
What is a Host Family	5
How to Become a Host Family	6
Host Family Expectations	7
Student Expectations	8
How to Get a Student	9
New Arrival Students.....	9
Continuing Students.....	9
Before Your Student Arrives	11
Psychological Preparation.....	11
Home Preparation.....	11
Financial Preparation.....	12
Self-Evaluation.....	12
Pre-arrival Communication.....	13
The Arrival of Your Student	14
Meeting Your Student at the Airport.....	14
First Day.....	15
First Week.....	15
Miscellaneous.....	16
Culture Shock & Conquering Communication Challenge	17
Suggestions.....	17
Communication Techniques.....	17
New arrive month.....	18
Vacation Payment Policy for Homestay Student	19
Vacation Policy for Host Families	21
Moving On	22
Miscellaneous Information and Resources	25
Airport Greeter.....	25
International Grocery Stores.....	26

Dear Host Families,

The staff of international programs housing at ANC would like to welcome you to our extended family. Thank you for opening your door to this special and unique opportunity.

ANC has offered home stay experiences to international students since 2008. Through the years, Host Families have been a committed and cooperative group. It is the expertise and experience of Host Families that provide you with helpful tools, as you get ready to venture into the hosting experience.

The goal of this manual is to provide useful information, suggestions and guidelines for families hosting an ANC International Student.

We sincerely hope this home stay opportunity provides your family with memories and friendships which will last long after you say goodbye.

International Programs Housing

The international Programs (IP) Housing staff at ANC is dedicated to assisting international students. Office hours are 9am-5pm, Monday-Friday, with modified hours during summer quarter. To telephone the main office, please call **425. 207. 7606**.

Mission Statement

We, the international programs extended learning housing department strive to establish a caring, positive, safe and supportive American living experience, providing opportunity to build mutually beneficial relationships for our clients.

Housing Department

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Introduction to International Housing Program

Housing options

There are several options available to international students through IP housing.

1.**Long term-** Students attend ANC on a quarterly or semester basis. After the first month with a Host Family, students may continue to live with their host family on a month by month basis or may move to another long-term family.

2.**Short term-**Students are here as part of a short-term program, the duration is anywhere from 2 weeks to 5 months. Special transportation to and from the college is required for regularly scheduled activities and daily classes.

3.**Campus Corner Apartments-** Students sign a lease to live in the on-campus housing facility. This facility is arranged in furnished town-houses and flats. Variability is based on occupancy.

What is a Host Family?

A successful host family is flexible and open-minded. They must be willing to share themselves and provide a safe, loving home for their international student. A good host family believes that hosting a student is a rewarding and mutually beneficial experience for themselves and their student...NOT a moneymaking venture.

Our families are individually unique: but they share an interest in other cultures and people. They are independent contractors to ANC International Hosting Program, not ANC employees.

Why become a host family?

1. Cultural awareness
2. Companionship
3. Shared living experience

How to Become a Host Family

Choosing to become a host family requires careful consideration and should be done as a family. IP housing takes great care to match students with families. This only works when everyone participates.

We appreciate referrals; Information regarding becoming a host family is available by calling 425.207.7606

Prospective Host Families

1. Attend an orientation.
2. Complete the host family Application Form.
3. Complete a certified background check on each adult family in the home.
4. Open home to an IP housing representative from a home visit.
5. Sign the host family agreement.
6. Submit a transportation Plan.

Minimum requirement before applying

1. Transportation, including bus transfers and walk time, must be no more than 45 minutes.
2. English must be primary language in the home (spoken and written)
3. Valid email address, checked regularly. This is how ANC communicates.
4. ANC international students must be the only non-family members in the home.

Each quarter or semester is different. Fall and winter are the busiest. There are fewer students looking for housing during spring and summer so your room may be empty at home point during the year. We ask that you are flexible as our housing needs change throughout the year. This should not be a source of income for your family.

Host family expectations

Students are committed to a month at a time: but may move when they wish. This means you may get a student during the quarter or semester, not just at the beginning. New students arrive quarterly and require additional support during their first month.

Provide during New Student's First Month

1. Airport greeting.
2. Area orientation and campus visit.
3. Assistance with banking setup.
4. Assistance in telephone setup.
5. Transportation to and from campus for the first 2 weeks.
 - a. Include training on long-term transportation.
6. Assistance with student's long-term housing choice.

Provide for all students

1. A fully furnished private room with escape window.
2. Food.
 - a. For self-serve breakfast.
 - b. For self-serve lunch.
 - c. Prepared family style dinner.
3. Use of household amenities including WIFI, washer/dryer, microwave etc. at no additional cost.
4. Transportation to and from campus.
 - a. Families unable to drive must ensure there is only one bus ride and transportation is easy to access.
 - b. There is a strict 45 minute maximum travel time regardless of mode of transportation.
5. Understanding of family schedule and rules. House rules will vary with each home; the student agrees to follow them.
6. Inclusion in the host family activities, i.e. family celebrations, events.

Commitment to the program

1. English must be the primary language in the home (spoken and written).
2. A valid email address, checked regularly. This is how IP Housing communicates.
3. ANC international students must be the only non-family members in the home.

Hosts are not obligated to

1. Host overnight guests or dinner guests of the student. However, if the student asks in advance and works with the host family schedule, they may accommodate guests.
2. Provide "special" foods for the student (such as Halal meat, protein powder, vitamins) However, the host will agree to not serve food that would be against student's religious practice (such as pork, alcohol, beef etc.)

3. Provide personal toiletries, i.e. toothpaste, shampoo, razors, etc. Students are not expected to purchase toilet paper, laundry detergent, etc.

Student expectations

1. Abide by the host family rules.
2. Be respectful of the family schedule and ask in advance for any special requests, i.e. friends spending the night or coming to dinner, extra trips for shopping, or activities, including school activities.
3. Purchase any specialty items such as food items that would not be normally consumed by the family, Halal meat, protein powder, vitamins and toiletries. Students are not expected to purchase toilet paper, laundry detergent, etc.
4. Come into IP housing if there are any problems with the host family placement or when moving to ensure IP housing has the most up to date information possible.

How to get a student

Once a host family is vetted, the family is entered into the housing database. Host families will be assigned new incoming students quarterly or meet with current students. Current students are given two host families to meet and choose who to live with.

New arrival students

An availability email will be sent out to host families 5 weeks prior to placement.

1. Respond to the entire Availability Request even if you do not have availability.
2. Update IP housing with any changes to your profile when the changes occur.
 - a. family members in your home.
 - b. Major illness.
 - c. Animals
 - d. Changes to employment.

Placements occur 4 weeks prior to our official arrival day.

1. You will receive an emailed copy of any new student's application.
2. IP housing may contact you within the 4 weeks as we continue to place students.
3. IP Housing will begin obtaining arrival information and notify you via email of your student's arrival time.

Continue students.

A continue student is a student who is currently attending ANC and is looking for a different host family. These students come to IP housing to locate a new host family. The host family Change Request form which the student gets when they look for a new host family will be explained to you.

1. Student come to IP housing.
2. IP housing identifies two host families who match the student's requests.
3. Student is given 48 hours to contact and meet with families.
4. Student must meet with family before deciding where to live.
5. If you have concerns after meeting with a student, please contact IP housing. We want the match to be successful.
6. Do not move a student into your home without notifying IP housing.
 - a. Immigration requires that we have a record of student's address.
 - b. Students with a negative history may be removed from the program.
 - c. Student may not be attending ANC.
 - d. Student may not be part of the IP housing program.
7. If a student is not in our program and moves into your home it is grounds for the host family to be dismissed from the IP housing program.
8. If you choose to not follow standard placement procedures we will assume that you no longer wish to be a part of the housing program. This especially pertains to recruiting students to move into your home outside the ANC IP program.
9. Contact IP housing at 425.207.7606 with any updates to your household.

Before Your Student Arrives

International students are family members, NOT renters. Realization of expectations, adequate preparation and a willingness to communicate with your student helps to pave the way for a mutually enjoyable and rewarding relationship.

Psychological Preparation

Are you mentally prepared to have a young adult from a different culture in your home? The first home stay tends to be the toughest, as the family is preparing for the unknown. There will be few clues to the personality and background of your student.

1. Take some time and learn about your student's country, culture and customs.
2. Tell your friends what you are doing and enlist their support.
3. Prepare for a loss of privacy.
4. Anticipate culture shock.
5. Plan on modifying schedules.
6. Expect communication adjustments.
7. Commit to teaching your student.

Home preparation

It's your home, but your student's room. Respect their privacy. If you must enter their room, explain why so there is no reason for them to feel suspicious or intruded upon.

Requirements

1. Bed and bedding.
2. Chest of drawers or some sort of clothing storage and a closet.
3. Desk, chair, and reading lamp.
4. WIFI at no additional cost.
5. Consider a night stand, laundry basket and bookcase.
6. Bathroom cupboard. Student do not purchase own TP, laundry soap, etc.
7. Kitchen cupboard and refrigerator space for special food they may purchase.

Financial Preparation

1. Food costs
2. Utilities, especially water
3. Transportation costs
4. Students pay a "shared living expense" to help offset these costs.
5. IP housing sets a suitable rate for the shared living expense. At this time the rate is \$675 per month. This is a non-negotiable rate. You may not ask for money in advance or ask for a deposit or you will be removed from the housing program.
6. Consider checking with your tax advisor to see how best you should handle the shared living expense for the check you should not be hosting.

Self-Evaluation

You will need to determine beforehand what your "house rules" are. Gray area is

confusing and leads to frustration. Be specific about issues that are particularly important to you. The best time to establish rules is in the initial first days. Do not give the student a list of rules and walk away. Talk about them.

Suggested areas to consider

1. T.V, radio, stereo, computer/internet---how and when ot use, viewing restrictions.
2. Smoking
3. Cleanup/shores/laundry
4. Phone usage if there is a handline
5. overnight guests
6. Bathroom--show student how to use shower knobs, or your bathroom may flood
7. religion-invite, don't push
8. Personal property and privacy-are there any rooms are off-limits?
9. Parties and alcohol
10. Acceptable eating areas
11. Kitchen use- show student how to use appliances
12. Thermostats, electric heaters-danger of leaving unattended
13. Security-keys and alarm systems-don't forget smoke alarms and escape routes
14. Transportation-be accommodating, but don't need to be a taxi service

Pre-arrival Communication

Please take the time to write and Email or letter directly to your student before he or she arrives. Your student is nervous and curious about their future. Consider sharing:

1. Community description
2. Family description and special activities that you like to do together
3. Pictures of your family, home, pets, etc.
4. What to bring for the weather.

The Arrival of Your Student

Meeting Your Student at the Airport

The big day arrives and your student will be coming to live in your home for the first time. Bring your patience and a smile. Plan on picking up your student yourself; first impressions are hard to overcome.

1. It is the Host Family's responsibility to pick up their student.
2. Some students arrive unannounced. IP housing will contact you and ask that you make every effort to become available to pick up your student.
3. If your student arrives on the official arrival date IP Housing will have a staffed table at the airport to assist.
4. Be at the airport on time by checking the student's airline 2 hours prior to arrival.
5. Most students will have to go through customs.
 - a. The customs process can take anywhere from 15 minutes to 2 hours.
6. Bring a sign with the student's name on it in large print.
7. Print out the airport greeter from we emailed. The student needs to sign it.
8. Most students arrive at international baggage claim #1.
 - a. If your student arrives on a domestic flight. They will be at the baggage claim for the domestic flight.
9. Parents arriving with students *should* have been announced in advance.
 - a. Parents can participate in a parent orientation.
 - b. Guest Services assists families with hotel reservations.
 - c. Families must not stay with the host family during their stay. It is in everyone's best interest to adhere to this policy.
 - d. Families may take a taxi or shuttle to the hotel. If the host transports the family a \$50.00 per person fee may be charged and collected by the host family. They are notified of this fee in advance.
10. Students arriving by bus or train should be met at the terminal. Same pick up procedure applies.
11. Phone numbers and flight status for international air carriers can be found online.

First Day

Remember your new student is excited; but very tired. Consider the following suggestions to help ease the transition:

1. Introduce your family – put your name in writing for your student. Use names that you are most comfortable with.
 - a. Use photos of your family. Pictures encourage conversation.
2. Take a brief tour your home together. Indicate any areas that you consider private.
Come back to explain appliances later.
3. Encourage student to contact their parents to let them know they arrived safely-Skype, qq, etc.
4. Offer a beverage or snack.
5. Provide a private time for your student to settle in; be available to help or answer questions.
6. Provide the student with Welcome kit from ANC with contact card.

First Week

1. Assist with opening a checking account and explain how it works. Students must have passport and I-20 to open bank account. Call ahead to see if you need an appointment. Auburn Chase and Wells Fargo banks will allow underage students to open a bank account. Bank of America is also a good option for students over 18. Host Families should NOT sign for or be named on the account.
2. Discuss the house rules. Be careful to not give mixed messages about your expectations by changing the rules.
3. Home safety. It is very important to explain all the security precautions that the student must follow especially if he or she will be spending time alone at home. Remembering to lock the door seems to be a common issue. Discuss an emergency plan in case of area disaster.
4. Give them a copy of your transportation plan. If your student is expected to ride the bus, you must still transport them to and from school during orientation and the first week of classes and ride with them the first time on the bus.
 - a. ORCA cards are available for purchase during orientation.

5. Assist with setting up a cell phone account. It is important to take your student to set up a cell phone account so they are not on the bus with their brand new equipment and bags from the store. This is a serious safety issue.

Miscellaneous

1. Social activities – is the student invited to family outing and events? If it is the normal mealtime and the students attends; you should purchase the meal.
2. Host Families are not expected to provide special foods for student; but host families should consider allergies, religious beliefs, and food preferences. Food difficulties are not cause to create your own shared living amount. Remember you CANNOT change your student for anything.
3. Make sure they get big enough portions and you're serving things they like. Take the student with you to the store and ask what they like.
4. Do you have a family calendar? Keep your student informed.
5. Assist your student with locating places of interest in your community and how to get there.
6. Medical concerns – Students must carry medical insurance. They will either have a card from their own country, or they will automatically be signed up through GRCC. If the student is under 18, there is a signed medical release on file.
7. Driving
 - a. Students must be 18 years old to get a driver's license as their parents are not here to sign for them. Do not assist an underage student in getting a driver's license
 - b. Driving without car insurance is illegal. Insurance brokers can help if there is difficulty getting insurance.
 - c. If you student gets a DUI, contact international programs immediately.
8. Host Families should NOT sign for co-sign any legal documents for their international students. This includes loan documents, rental agreements or signatures for a driver's license. If there is legal action taken for any reason you could be named in legal procedures and found liable. Contact IP housing with questions.

Culture Shock Conquering Communication

Challenges

Leaving the comfort of your own culture and walking into another affects everyone. No one is spared some measure of confusions, discomfort or anxiety.

Suggestions

1. Practice patience
2. Keep your sense of humor
3. Be tolerant of the student's reserve
4. Try a taste of home. Ask them for a favorite recipe to cook for dinner.
5. Visit an international restaurant

Communication Techniques

1. Speak slowly, deliberately and distinctly-not loudly! Don't use "broken" or "baby" language, your student can tell the difference
2. Face your student, they will benefit from your expression and body language
3. When necessary, rephrase what you said
4. If you don't understand what is being said, ask your student to repeat or explain.
5. Use a dictionary or electronic translator; many students bring one with them.
6. Avoid asking "Do you understand?" A student's nod may indicate that they are listening, but not necessarily understanding.
7. Write down anything that is important, such as a meeting place or time.
8. Listen carefully to what your student says to you, and offer genuine encouragement.

Students come to ANC with a variety of English levels. Give your student time to acclimate. As they become more comfortable in your home environment, communication will improve. If communication challenges require assistance contact IP Housing. We can mediate with Peer Mentor.

Shared Living Expense

Students are not renters. The money they pay monthly is a shared living expense designed to offset the costs of hosting students in your home.

1. All established students pay a non-negotiable monthly rental shared living expense. You may NOT ask for money in advance or charge a deposit or you will be removed from the Housing Program.
2. Student will wire money directly to ANC. We process a refund check to be issued to them. This will take up to 2 weeks after the student arrives before you get your check. This is a onetime delay. If unable to afford to host a student while waiting for the check you should not be hosting.
3. Pay date is determined as the date of arrival in the home. For new arrival students, this exchange should occur after you have helped them with banking.
4. Students who chose to leave before the end of a month will not receive a refund.
5. Students who notify the host family they are leaving and need to stay up to 2 weeks past their pay date pay a rate of \$25 per day for the additional time.
6. Students asked to leave by the host family will receive a prorated refund.
7. You may not charge students for anything. If you are driving them to the movies or to school you may NOT charge for gas. You may not fine students for breaking rules. Charging students is grounds for permanent removal from the IP housing program.

New arrival month(for example)

- b. A new student arriving from another country pays \$575 for the first month.
- c. The Host Family will receive a \$100 check directly from ANC to total \$675.
- d. The student pays \$675 for the following months.

Vacation Payment Policy for Homestay Students

Students commit to staying with a family on a month to month basis. Household shared expense payments are due on the same day every month. Students store their belongings at their host families' homes when on vacation and are responsible to pay the family.

Short Vacations

1. Students should advise Host Family that they will be gone.
2. Students will pay regular monthly shared expense.

Longer vacations

A longer vacation is determined as a month or longer, such as over a vacation quarter or summer break.

1. Students will pay half of the monthly-shared expense.
2. Students may leave their belongings in their room.
3. Host families may NOT host another student while their student is out of the house.
4. If a student stores their belongings elsewhere and does not pay the half-rate, the host family may host another student and does not need to reserve the room for the returning student.

Vacation Policy for Host Families

Host families are committed to supporting the students hosted in their home for the duration of their stay. When host families choose to go on vacation, while hosting a student, they must ensure the student will still be taken care of.

Under the age of 18

1. A friend or family member over the age of 21 must stay in the home, or the student may stay with another approved host family.
 - a. must provide dinner and food for other meals
 - e. Must provide transportation if required by the transportation plan.
2. The student maybe placed with another long-term host family if suitable arrangements cannot be made with the current family.

Over the age of 18

1. The host family must ensure that there is a food available to the student and that the student feels supported in the absence of the host family. The family should provide information of who to contact if they need anything while the host is away.
2. Transportation must be arranged if required by the transportation plan.
3. The student may be placed with another long-term host family if suitable arrangement cannot be made with the current family.

Please contact the housing office to provide us with the names and phone numbers of anyone staying with or looking in on the student.

Moving on

Students will move, some after the welcome month, others later. The average home stay for ANC students is 3-10months. Just because your student is ready for a change does not means your hosting days are over... consider the opportunity to host a new student.

1. Let IP housing know, via email, when your students move out so we can update the school records.
2. Chat with your student when the availability report comes out as to their plans. If they plan on leaving, contact IP Housing at 425.207.7606 so you can be placed on the available host family list for that quarter.
3. Help them prepare for independence. Discuss expenses, food, rent, deposit, utilities, furniture (garage sales), and grocery shopping and legal drinking age.
4. Encourage your student to use the apartment resource available at the international program office and through student life.
5. Make sure they know to change their address with their bank, the U.S post office and with ANC, via the school website. Some countries offer a service to change everything for the student so they think by changing their address online with ANC we will notify everyone else. We will not.
6. The sympathetic to changing emotions and confusion.
7. Keeping contact with your students may a help plus.

Miscellaneous Information and Resources

Airport Greeter

Training is held for airport greeters as the need arises, typically every 2 years. IP Housing will send out an all-host family email when there is an upcoming session.

1. Families attending trainings can be airport greeters to students they do not host.
2. Training doesn't mean that you will be assigned students or a specific number of students. Do not plan on the money or rent a van anticipating that you will be assigned several students.
3. Greeters are paid \$100 per student.
4. Pick up the student from the airport or train terminal.
5. Take them to open a checking account.
6. Take them to set up a cell phone account

Communication

Notification for all updates, trainings, availability requests, and special events are sent via email. Host families are encouraged to send any questions to IP housing via email. Housing volume precludes lengthy phone conversations. Email IP housing with any concerns right away. We prefer to handle small problems and prevent big ones!