

# Professional Development Conference for Homestay Managers

November 29-30, 2018

Toronto, Ontario

## PRELIMINARY AGENDA

### Thursday

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|-------------------|---|
| 1 pm – 1:15 pm    | <b>Welcome and Introductions</b>  |
| 1:15 pm – 2:15 pm | <b>Tool Kit for Hosts – Saving You Time and Grief!</b><br>Equip your host families to prevent problems, resolve conflicts and build strong relationships with students – all without you having to intervene. This session will provide concrete tools and ideas that you can implement in your program.  |
| 2:15 pm – 3:15 pm | <b>Improve Host Communication with Active Listening</b><br>Many problems between hosts and students are caused by poor communication. Toss low English skills into the mix and it can be a recipe for trouble. This session will discuss how you can teach hosts to use active listening techniques to enhance communication – and reduce conflict. |
| 3:15 pm – 3:45 pm | <b>Coffee and Networking Break</b>  |
| 3:45 pm – 4:45 pm | <b>Privacy, Confidentiality and Duty to Report</b><br>Whether your students are in high school or young adults, it's important to understand the legal requirements to protect them. This session will discuss what standards you should put in place.  |
| 5:30 pm - 7 pm    | <b>Networking Reception</b>   |

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## FRIDAY

- 9 am – 10 am **Learning from Homestay Programs in Other Countries**  
What policies and best practices do homestay programs in Malta, the USA, UK and Australia follow? This session will look at how Canadian programs can benefit from lessons learned, and approaches taken, in other countries.
- 10 am – 10:30 am **Coffee Break and Networking**
- 10:30 am – 12 noon **Host Contracts: Make Sure All Your Bases Are Covered**  
Contracts with your hosts should not only cover expectations, they should also protect you in the event that something goes awry in a homestay. This session will discuss everything that must be included in a contract.
- 12 pm – 1 pm **Buffet Lunch**
- 1 pm – 2:30 pm **Supporting LGBTQ International Students**  
Many LGBTQ students face serious discrimination in their home countries. When they arrive in Canada, they may find more tolerance but questions still remain. Should they come out to classmates, teachers and the host family? We will consider how Homestay Coordinators can help students during their homestay.
- 2:30 pm – 3:30 pm **Case Studies of Challenging Homestay Scenarios at Tables**  
(separate tables for high schools, language schools and post-secondary)
- 3:30 pm – 4 pm **Key Takeaways and Wrap up**