

Professional Development Conference for Homestay Managers

March 1-2, 2018

Sheraton Wall Centre Hotel, 1088 Burrard Street, Vancouver, British Columbia

Thursday

- 1 pm – 1:15 pm **Welcome and Introductions**
- 1:15 pm – 2:15 pm **Screening Potential Hosts to Ensure Safe and Successful Homestays**
Jennifer Veal, English Language Centre, Lakehead University
When conducting home visits and interviews, it's essential to thoroughly screen families. In this presentation, Jennifer will discuss how she applies her background in mental health and addictions to selecting homestay hosts. The safety of students is always top of mind for her.
- 2:15 pm – 3:15 pm **Matches Made in Heaven**
Cheryl Lee, Muskoka Language International
Good matches mean that both hosts and students have the best odds for an outstanding experience. Bad matches result in requests for moves and create extra work and even headaches for homestay coordinators. Cheryl will outline techniques to increase the percentage of matches that have the potential to be long-lasting.
- 3:15 pm – 3:45 pm **Networking and Coffee Break**
- 3:45 pm – 4:45 pm **Best Practices in Host and Student Orientations**
Doug Ronson, ESQ Educational Services
Orientations are essential to manage expectations, reduce conflicts and ensure host and student satisfaction. They are also time-consuming for homestay staff. This session will look at how several programs approach orientation and discuss ways that technology can save you time and increase effectiveness.
- 5:30 pm – 7 pm **Networking Reception**

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Friday

- 9 am – 10 am **Burning Issues in Homestay Programs**
Doug Ronson, ESQ Educational Services
This session will be facilitated discussion about important issues facing homestay coordinators and international education programs. Are host fees high enough to attract great families? How do we retain the best hosts? Prior to the workshop, we will be asking you to identify what issues you would like to consider.
- 10 am – 10:30 am **Coffee Break and Networking**
- 10:30 am – 12 noon **High Anxiety: Medical and Recreational Marijuana Use**
Kristina Jenei, Canadian Institute for Substance Use Research
Canada will be legalizing marijuana this year and the use of prescription marijuana is growing. Is your homestay program prepared to deal with use by hosts and students, as well as for reactions of parents and agents? The Canadian Centre for Substance Use Research will facilitate a discussion on how homestay programs will be impacted by these changes.
- 12 noon – 1 pm **Buffet Lunch**
- 1 pm – 2 pm **Planning For A Critical Incident**
Jennifer Wilson, Canada Homestay Network
Are you ready if a critical incident happens in your program? Serious situations, such as a student being injured or a fire in a host's home, have happened in the past. Using training from the Canadian Critical Incident Stress Foundation, Jennifer will outline how to respond and discuss how to manage the stress involved in coping with a crisis.
- 2 pm – 2:30 pm **Networking and Coffee Break**
- 2:30 pm – 3:30 pm **Case Studies of Challenging Homestay Scenarios at Tables
(separate tables for high schools, language schools and post-secondary programs)**

Prior to the conference, we'll be asking you to share challenging homestay scenarios that you are facing or have dealt with in the past. We'll select a variety of cases for discussion at tables. Each group will present their case study and proposed solution.
- 3:30 pm – 4 pm **Key Takeaways and Wrap up**