

## When Should You Ask for a Move to a New Family?

### Emergency Situations:

- You feel your personal safety is threatened by a person in the house, a visitor or situation in the home
- You believe there is a dangerous situation in the home (mould, fire hazard, drugs, substance abuse, no smoke detector, you can't fit out the window in case of fire)
- Severe allergies
- You are concerned about food handling and storage in the home
- There is no food

### Other Possible Situations:

- Allergies
- Concerns about access to bathroom or shower facilities
- English not spoken in the home
- General cleanliness concerns
- Environment is not friendly
- Food issues. Families must have food available for breakfast and lunch which you should prepare for yourself. The evening meal must be prepared by your homestay family. The food must be good food, in good quantity and follow the food guidelines.
- Family goes away overnight leaving you alone
- You are uncomfortable for any reason

Please do not wait for these situations to become an emergency. If you have concerns you should tell your chaperone who should then contact Lethbridge Homestay Services (June & Rob) by email or phone at:

[homestay@lethbridgeconcierge.com](mailto:homestay@lethbridgeconcierge.com)

**403 – 892- 7116**

Our office is open 24/7

**If your situation is dangerous call**

**911**

## Student Move Process

*April 2010*

1. Student fills out form titled "Student Move Request". If the move is determined to be an emergency for personal safety or health reasons, ESL or the International Student Centre should call Lethbridge Homestay Services at 892 – 7116 to have the student removed immediately. Where the student is placed following removal is secondary to ensuring safety.
2. In a non-emergency situation, the "Student Move Request" is filled out and faxed to Lethbridge Homestay Services. Phone or email may be used to advise LHS the form has been faxed. Fax 403-381-7332.

[homstay@lethbridgeconcierge.com](mailto:homstay@lethbridgeconcierge.com) or by phone at 403-892-7116

3. Lethbridge Homestay Services reviews request form. Target response time is 24 hours.
4. Lethbridge Homestay Services contacts the student and arranges a meeting.
5. Lethbridge Homestay Services contacts the family to advise that an issue has been brought forward by the student. LHS has preliminary discussion with the family.
6. Lethbridge Homestay Services meets with the student. Lethbridge College ESL or University International Student Centre representative(s) may be present. A decision is made as to whether the issue is resolvable and the suggested steps to resolution are determined.
7. Lethbridge Homestay Services meets with the family to review the issue(s) and possible resolutions. LHS leaves meeting with a definite direction.
8. Lethbridge Homestay Services discusses options with the student which can include steps to resolution, an action plan, or a move. If the student decides a move is the only option, Lethbridge Homestay Services will make every attempt to move the student within 48 hours. Total target time is 72 hours.
9. If resolution is attempted, two follow up dates will be determined. LHS will contact both the student and the family on those dates to ensure the situation is monitored.
10. Fault is not assumed whether the discussion is initiated by either student or family. Providing the requirements of a homestay family are met and the home is safe, a family remains on the homestay list.

**Student Move Request**  
**Fax to 403-381-7332**

1. Name of Student \_\_\_\_\_
2. Phone number where you prefer to be contacted \_\_\_\_\_
3. Email address \_\_\_\_\_
4. Name of host family \_\_\_\_\_
5. Is this move request a personal safety or health emergency? YES \_\_\_\_\_ NO \_\_\_\_\_
6. If yes, take this form directly to the ESL or International Student Centre office and tell them you have an emergency situation. Lethbridge Homestay Services will be contacted immediately.

[homestay@lethbridgeconcierge.com](mailto:homestay@lethbridgeconcierge.com) or 403-892-7116 (24 hours)

7. If this is not an emergency, please identify the problem or concern:

<input type="checkbox"/> Food	<input type="checkbox"/> Phone
<input type="checkbox"/> Allergies	<input type="checkbox"/> Internet
<input type="checkbox"/> Language (not speaking English)	<input type="checkbox"/> Shower/bathing
<input type="checkbox"/> Cleanliness	<input type="checkbox"/> Lack of family interaction
<input type="checkbox"/> Environment	<input type="checkbox"/> No common interests
<input type="checkbox"/> Distance from College/University	<input type="checkbox"/> Family members
8. Comments or additional information to help Lethbridge Homestay Services deal with your concerns:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Please provide two suggestions as to how the situation can be improved:
  1. \_\_\_\_\_
  2. \_\_\_\_\_

*Thank you for the information you have provided. Lethbridge Homestay Services will contact you within 24 hours at the phone number or email you have provided above.*