



Homestay Guidelines and Rules

St. Ursula Eichi High School Taiwan Tour

At Wenzao Ursuline University of Languages

The Homestay Golden Rule:

Treat your students the way you would want your own children to be treated if they went to study and live abroad.

1. Preparing to host your student

Make sure that you know the rules, can commit to hosting the student, and have a clean home.

1.0 –Before you host

Many students like to get to know their host family before their arrival and will like to get in touch by phone, Instagram, LINE, or e-mail. Please make every effort to respond to these communications in a timely manner to start the relationship on the best footing.

1.1 – Commitment

Ensure that you and your family can commit to personally hosting your student (you cannot have others host on your behalf). This includes reading all of the guidelines, having enough space in your home, providing for their meals, and being able to transport them to and from school / school-related activities (see § 5.2).

1.2 – Room Furnishings

Each student needs and expects to have the following in their room: • A bed • A lamp and/or ceiling lights • Dresser and/or closet and/or storage space • Internet/WI-FI access • A desk and chair or a dedicated, quiet work area elsewhere in the home.

1.3 – Cleanliness

Make sure your student's bedroom, bathroom, and common areas are cleaned before your student's arrival. This includes changing the bedding, cleaning surfaces in the bathroom, and ensuring that storage space is empty so they can put their belongings inside/there.

2. Welcoming your student home & Exchange phone #

Give your student a warm welcome, a tour of their new home, and their privacy.

2.1 – Station Pickup

The best gift you can give your international student upon arrival is a warm welcome at

Zuoying station!

2.2 – Home Tour

Give the newest member of your family a tour of the home as soon as possible. Make them feel welcome in their new home by showing their bedroom, bathroom, and other important areas. Help them connect to your WI-FI, too! Also, if you know some of the cultural gap between Taiwan and Japan, you should teach them in advance.

2.3 – Privacy and Rest

Chances are your student will be exhausted. Give them their privacy and chances to catch up on sleep if they indicate they are tired. You'll have plenty of time to get to know each other in the coming days!

3. Setting expectations

Setting expectations early on is important. The more specific, the better!

Inform students of any changes concerning people living in your home or any structural changes that you are planning.

3.1 – House Rules

Be specific about your rules and expectations (e.g. no shoes in the house or limit showers to 10 minutes etc.), and have them written out before your students arrives. Help students understand the reasons behind your rules and provide plenty of examples.

3.2 – Communication

Communication is very important to us. Just like we are available 24/7 for emergencies, we expect the responsible adults in the family to be reachable at any time. Give students your cell phone number (and Instagram / LINE account if you have) and add them to your phone's contact list as well as the chaperones' emergency phone numbers.

3.3 – Chores & Expectations

Students may be encouraged to help with light chores like setting and cleaning the dinner table. They are expected to keep their room clean. If you want students to do their own laundry, explain how your machines work and that laundry should be done in full loads.

4. Creating a healthy living environment

Everyone's physical, mental, emotional and spiritual health must be protected.

4.1 – Family Life

Your student is not a guest – they're family! Follow the Homestay Golden Rule. Include them in your family activities and help them assimilate to the culture. If you are religious, you may encourage them to attend services with you or observe a specific day of rest, but do not impose your beliefs on them.

4.2 – Drinking & Smoking

Drinking is against the law for anyone under 20, as well as smoking. Never drink with or supply alcohol to a student. This rule also applies to cigarettes and any other tobacco or drug related items. Violating these rules will result in the removal of the student from your home.

4.3 – Change of Accommodation

If a student requests to move from their accommodation, then in normal circumstances, 24 hours' notice will be given to the homestay family and we try to find the best solution for it, however, if it is deemed necessary by St. Ursula Eichi High School, because the situation that has arisen relates in a detrimental way to the well-being of the student or complaint made by the student, then the student may be moved immediately to other host family.

5. Maintaining effective boundaries

Observing practical boundaries is crucial to keeping everyone happy and safe.

5.1 – Transportation & Curfew

You are required to provide transportation to students to and from school. Be very clear on the schedule for each day, including the field trip day. You are not expected to be the student's personal chauffeur, but we encourage you to help them reach their destinations whenever possible. Inform your student of the closest bus stop and relevant times and routes just in case. However, if you come to school by motorcycle/bicycle, stop using those for this period and use public transportation like bus/subway etc. for safety reasons. Or you can come to school by your parents' cars. Make sure NOT to ride students on your motorcycles'/bicycles' back seats. All students must come home at a reasonable time,

which you may determine with them. Sleeping over at a friend's house is not allowed.

5.2 – Utilities & Personal Items

You are encouraged to teach students to respect the usage of your utilities (e.g. turning the lights off when they leave a room etc.). While you must provide towels, they are responsible for their own toiletries (e.g. shampoo, toothpaste, etc.). If they do not have these items, take them to a store where they can purchase them with their own money.

6. Helping your student grow

Speak Chinese / English at home, show and teach common courtesy, and support your student.

6.1 – Speaking Chinese / English

Being immersed in the Chinese/English language is one of the #1 reason why students choose to apply for this program. Because of this, you should always speak in Chinese/English with them even if you can speak Japanese (a little). Help them practice their Chinese / English and always be supportive of their efforts to improve.

6.2 – Common Courtesy

Your student may not say “please” or “thank you” when you expect them to. This is typically because they haven’t got used to saying often. Teach them that this is customary and expected in Taiwan. Some students may also speak whatever is on their mind with no filters (e.g. calling someone “fat” to their face). Help them understand and appreciate the use of discretion in their speech.

6.3 – Academic Support

We encourage our families to support the students academically. If they have questions, please help them as you are able. However, you are not obligated to act as their personal tutor. Use common sense and maintain academic integrity (i.e. don’t do their homework for them. Just supporting them would be OK.) We expect our families to communicate with the student about their academic performance, notifying us of any issues.

7. Managing your student's meals

Ensuring your student has enough food to eat is important!

7.1 – Meals Per Day

Families are required to provide students with a minimum of two cooked meals per day. (Of course if you do not have time to cook / if your family doesn't have any routine to cook at home), buying food is acceptable.

7.2 – Dietary Accommodation / Allergy Accommodation

When you apply to become a homestay host, we will ask if your family has any dietary restrictions (e.g. vegan or vegetarian). We will do our best to match you with a student who has the same restrictions/preferences. However, in some cases students may have different dietary preferences. Families should use the money earned from hosting to buy food which accommodates the student's dietary needs. If student you will host has some kinds of allergies (see the student's profile), be careful not to provide any food which includes the factor of their allergies.

8. Emergencies and medical treatment

Seek help, gather all the necessary paperwork, and ensure everyone's safety

8.1 – Seeking Help

If your student has a life-threatening or potentially life-threatening situation, call 119 immediately. If you are unsure of the severity, err on the side of caution. While you wait for help to arrive, do your best to keep the student as safe and comfortable as possible. After calling 119, you must call their chaperones to notify us of the situation. In some cases, you must drive students to the emergency room for non life-threatening injuries (e.g. broken bones from sports accidents etc.).

8.2 – Medical Insurance

All of our students have universal medical insurance policies, meaning you can take them to any hospital for treatment. You will not receive a bill and are not responsible for the student's medical costs. However, you must always keep a physical copy of your student's insurance card and medical release form in your purse or wallet. You must present these documents with you when you bring the student to the hospital. Please call their chaperones whenever your student goes to the hospital.

9. Preventing conflict

Do everything possible to prevent conflict and utilize our support when necessary.

9.1 – Charging Money

Never charge students money for food, gas, or any other commodity or service. While students are responsible for their own snacks / specialty food (like in 夜市), clothing, toiletries, and entertainment costs, you are responsible for their food and transportation (see § 5.2). We do not recommend allowing students to borrow money from you; this is done at your own risk.

10. Conflict resolution

English Department and Chaperones must be involved in each case of conflict resolution,

10.1 – Challenges at Home

If there is any serious conflict between students and your family, you must notify English Department and chaperones as soon as possible. You are never allowed to use any kind of physical discipline on students. Both students and families are allowed to document the circumstances behind the conflict as long as they do not violate anyone's privacy. If the conflict cannot be resolved amicably, the student will be removed from your home.

10.2 – Damages to Property

If a student breaks or damages anything of value, they and/or their natural parents are financially responsible for its replacement. You should notify English Department and chaperones about each instance where damages exceed 1250 NTD. While we will do our best to ensure the student pays for the damages. Chaperones are not liable for any damages to your belongings or property. We highly recommend that each homestay family have a homeowner's or renter's insurance policy.

10.3 – Utilizing Support

If you are concerned about any potential conflict with your student, please reach out to English Department or chaperones as soon as possible. We will work with you and your family to remedy any challenges and ensure they do not become worse. We are here to help both your family and the student, keeping everyone's health and safety in mind.

11. Overcoming Cultural Differences

It is not uncommon for students and homestay families to have misconceptions of each other's cultures. What you may consider rude or unacceptable may be normal behavior in the student's culture and vice versa. It is important to communicate clearly with your student about any cultural misunderstandings and what behavior that you find acceptable and unacceptable and allow for the student to tell you if you or your family's behavior makes the student feel uncomfortable.