

COVID-19 Important Information for your Stay

Frequently Asked Questions



Our Covid-19 situation is changing daily. We appreciate that you chose FCI in part for its student monitoring and support, and we are here to help during this challenging time. Some students have already arrived to Canada during the pandemic, and they have suggested we reach out to you to provide more information.

Host Family Information

Covid-19 has placed additional responsibilities and expectations upon both you and your host family. These expectations include, but are not limited to, communication, cleaning duties, safety, and care for mental health and well-being. Your host family will do their best to support you during your experience.

We ask both you and your host family to please respect one another's efforts and do your best to politely communicate with one another, recognizing that misunderstandings can be navigated. Please reach out to your student monitor if you need assistance or support.

Please note the following:

- Your host family is subject to change with short notice. Last-minute cancellations may occur. The pandemic brings circumstances beyond our control, and our intent is always to inform you and your agent as soon as we become aware of any changes.
- Your host family's profile is subject to change without notice. For example, the host may have a new pet, or another family member may have moved in. The host may or may not be hosting another student. The other student(s) in the home may be different from the information you received. Contrary to our usual practice, you may be placed in a host family with a student of your own nationality. While hosts are asked to notify FCI of any changes to their profile, we appreciate that under the current circumstances, this may not be their first priority. Again, FCI will do our best to notify you and your agent of any changes.
- You are expected to bring with you a working cell phone and laptop. Due to Covid-19 restrictions, your host family may not be able to assist you in making these purchases while you are in quarantine. Please come prepared.

Moving to a Different Host Family

You and your natural parents must understand that you will not be allowed to move to a different host family during quarantine. After the quarantine period, moves will continue to be strongly discouraged because of the prevalence of Covid-19. If there are challenges and concerns that need to be addressed, FCI will support you in doing so. Please reach out to your student monitor if you have concerns.

In accordance with policies and practices mandated by the BC Centre of Disease Control, it is important that you and your natural parents understand that FCI is not able to move a student during a period when either you or a member of your host family are exhibiting symptoms or have been diagnosed with Covid-19.



Food and Meals

Even after the quarantine period is complete, your school learning will occur at least partially from home. We appreciate that with being home so much, there is an increased 'need' for food. Extra food costs are not built into the homestay fees, and FCI is not charging a quarantine surplus to cover these extra costs. You are responsible for supplementing your own food and snacks as needed.

While in quarantine, this needs to be done in conversation with the family. When your host family asks what snacks you might like to have, compensate them for specifically requested or extra items. Once your quarantine time is complete, you will enjoy going to the store yourself for these extra items. You will be expected to shop responsibly, and wear a mask while shopping during the pandemic.

Eating in Your Bedroom

Please keep in mind that host families do not normally allow any family members to eat in their bedrooms, but due to quarantine, there is no choice. You are expected to use the trash bin provided in your bedroom, and to communicate with your host family about emptying the garbage every 1-2 days. You must keep your room tidy and well-ventilated.



Flexibility and Good Communication

FCI takes pride in providing monitored guardianship services to you. Your monitor provides support, guidance and care to you during your stay in Canada, and they will also help you navigate the homestay expectations. As a guest in British Columbia, you, the student, are responsible for being informed about the latest rules and regulations from the BC CDC and the Government of British Columbia (Public Health). In order for your monitor to support you, you must maintain open communication with your monitor.

Flexibility and adaptability are key. We know that your experience here will not be what you are expecting, or have heard about from past students. We are all navigating this pandemic together, and FCI wants you to be as prepared as possible so that you will enjoy your time here safely.

Please sign below to confirm that you have read and understood the contents of this document, and return to our office.

STUDENT SIGNATURE

DATE

