



## QUALITY ASSURANCE SCHEME STANDARDS and SPECIFICATIONS

### D: STUDENT SERVICES

#### **D.4 Accommodation:**

If the Member Program offers accommodation services, the Member Program will make available:

1. a listing of all housing options
2. clear information outlining features, terms, conditions and rules of the accommodation service
3. such information will be made available to those who may consume the services or who are involved in the provision of those services

When confirming accommodation services for students, the Member Program will provide in writing to the student prior to the start of the accommodation services:

1. detailed information about the type of accommodation
2. detailed description of services to be included and provided
3. location of the accommodation with relevant transportation information
4. fees for the accommodation and payment terms and requirements
5. cancellation terms, including any penalties, and refund policies
6. policies regarding service complaints and dispute resolution
7. in the case of homestay, background information about the homestay household

#### **Additional Specifications:**

**D.4a** The Member Program will inspect all housing options offered to its students on a regular basis.

In the case of homestay accommodation, for all ages of students, the Member Program will, prior to placing a student in homestay accommodation:

1. Require homestays to complete and submit an application form
2. Conduct an on-site inspection of the homestay dwelling and interview the head of household
3. Require the head of household and all other persons usually resident in the homestay to complete and submit the "Homestay Resident Suitability Declaration"

As part of its on-going inspection of homestay accommodation, the Member Program will:

1. Make available to students placed in homestay adequate tools to provide feedback to the Member Program
2. Require homestays to provide an annual up-date form
3. Re-inspect homestays every three years

**D.4b** *In order to ensure greater security for students in homestay, Member Programs will require a Criminal Record Check (CRC) of each adult aged 18 or older usually resident in the homestay.*

1. Member Programs will verify that applications for CRCs for each adult in a homestay are submitted to the appropriate authority in the specific region within 7 days after submission of the Homestay Resident Suitability Declaration and that the completed CRCs are submitted to the member program within a reasonable period of time. If a Member Program determines that one or more adults in a homestay have not complied with the requirement to submit the CRC, the Member Program will suspend use of that homestay.
2. Upon review of the annual update form received from homestays, Member Programs will require a CRC from any new adults usually resident in the homestay.
3. Member Programs will obtain updated CRCs for each adult in a homestay every five years.
4. Member Programs will provide both the students and homestay family with a procedure for immediate response to urgent concerns such as a 24 hour contact number or other suitable procedure.

**D.4c** Member Programs placing students under the legal age of majority in homestay will:

1. Provide evidence of having policies and practices in place to minimize risks for these students.
2. Provide resources to these students explaining what they must do if they ever feel uncomfortable about the intention of any resident in their homestay.
3. Agree to re-assign any student under the legal age of majority to another homestay within 24 hours if the student requests a change in the homestay due to feeling uncomfortable about the intentions of any resident in the homestay.



# Homestay Resident Suitability Declaration

All accredited institutions of Languages Canada (LC) are committed to providing their students a secure and safe environment in homestay

**To comply with Languages Canada standards, institutions that wish to place students in homestay must require Criminal Record Checks (CRC's) from all individuals normally resident in the home who have reached the age of majority.**

**This declaration does not replace the CRC, except as an interim measure. For those members who wish to place students in homestay prior to the required CRC documents being received by the institution, this form must be used, and it must be received by the homestay coordinator at the LC institution before any students are placed in the home. For institutions that require CRC's to be received prior to placement, this form is not required.**

Full Name: \_\_\_\_\_

Date of birth (year, month, day): \_\_\_\_\_

Home address: \_\_\_\_\_

**Have you ever: (please indicate YES or NO)**

- 1. Been convicted of any offence against a minor? \_\_\_\_\_
- 2. Had a minor removed from your care by order of a court? \_\_\_\_\_
- 3. Been disqualified from acting as a foster parent? \_\_\_\_\_
- 4. Been proven negligent while supervising minors under 18 years of age on activities/courses organised by any other organisation? \_\_\_\_\_

**You agree to the following conditions:**

- 1. I will not engage in any sexual conduct with the student or sexually harass or use my position of authority as an adult with the student in an inappropriate manner.
- 2. I agree that if I am convicted of an offence I shall report it within 24 hours to the LC institution or to the homestay placement agency under contract with the LC institution.
- 3. I hereby declare that the foregoing information is true and complete to my knowledge. I understand that a false statement may disqualify me from providing homestay accommodation.
- 4. I agree to apply for a Criminal Record Check (CRC) from the appropriate authorities within seven (7) days of completing this Suitability Declaration; I further agree to submit the completed CRC to the LC institution upon receipt of the CRC.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_