



## ***Host Family Guidelines 2021 - 22***

### **SLS Ireland**

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# About SLS



10,000+  
students



30+ nationalities



27+ years  
in business

*'Thank you for taking the time to read our guidelines and conditions. In accepting a student from SLS, families will be deemed to have agreed to these conditions. It is very important to us that we deliver a high quality service to our students, agents, schools and host families. All our team at SLS work hard to provide a high standard of professionalism and continually strive to improve our delivery of student programmes. We would be delighted to hear any suggestions you may have that could help us.'*



**Kathy & Donal Donovan**  
**SLS Directors**

## SLS Programmes



### High School Programme

- Full Year
- Term options
- Short stay: 4 – 16 weeks



### Summer Programmes

- 2 – 6 weeks



### School Groups and Integration

- 1 – 2 weeks

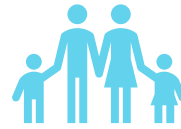


### Work Experience Programme

- 3+ weeks



# Becoming a Host Family



Home stay accommodation is not the same as staying in a guest house or in a hotel. It is a stay with a friendly, welcoming family where students are treated as members of the family and have the opportunity to speak English and interact.

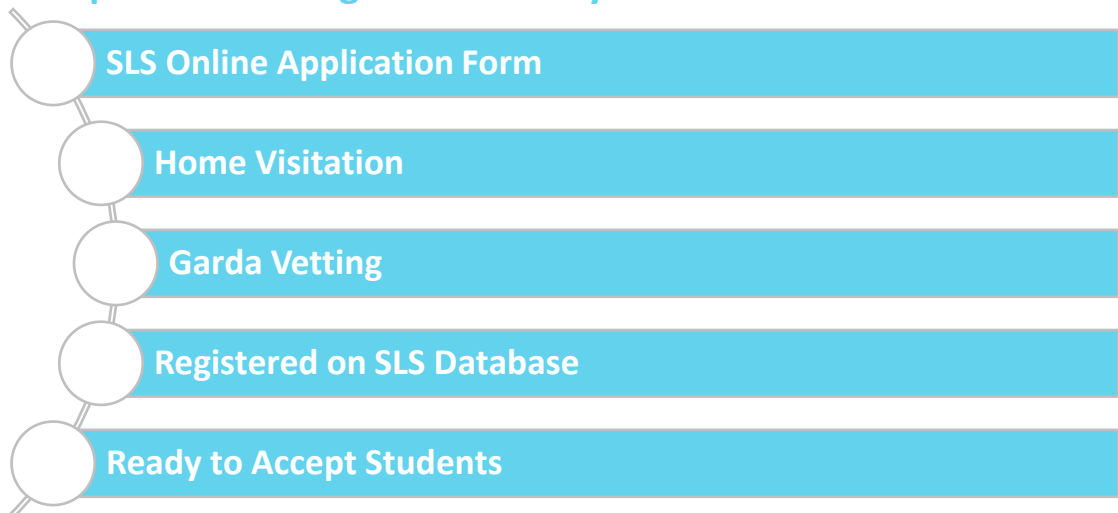
Each host family will have their own house rules which should include information on the use of the kitchen, bathroom, laundry, etc. Please ensure that your students are clear on these at the beginning of their stay. Students should join in family life as much as possible and behave with respect and courtesy to the host family at all times.

It is strict policy that all families are visited by an Accommodations Officer (Dublin) or a Student Coordinator. Visits will be pre-arranged and our Accommodations Officer / Student Coordinator will need to see the common rooms of the house and student bedrooms. They will also talk to you for a period of time about hosting. This is an opportunity for you to ask any questions or address concerns you may have about hosting students.

We promise our students clean, comfortable homes in a family atmosphere, where they will be provided with a good standard of hospitality. This is what SLS will want assurance of when we come to visit you.

A good general guideline for all families is to imagine how you would like your child to be treated if they went to live with a family abroad.

## 5 Steps to Becoming a Host Family



SLS may need to schedule re-visitations on an ongoing basis. SLS will arrange this at a suitable time.

To complete SLS's online application form please visit  
<https://www.slsireland.ie/become-a-host-family/>

# General Information & Host Family Expectations

SLS would like to welcome you as a host family and we hope you enjoy the experience of hosting our students in your home. SLS have welcomed students from all over the world for many years and great relationships and friendships have been developed. It is important to SLS that we find suitable and compatible relationships between students and families to ensure the experience of hosting is beneficial to all involved.

Every academic year student is assigned a Student Coordinator to assist the student and the host family. Student Coordinators will visit host families to introduce themselves and develop a relationship to assist and support the family.

SLS students are required to give feedback on their experiences in Ireland, in schools and their host families. We would also love to hear your experiences.

Unless requested by the student, there can be no more than one student from the one mother tongue in the host family. SLS will do its best to provide our host families with students. Any family accommodating students outside of SLS must give reasonable notice to avoid doubling up on any nationality.

## Key Expectations



😊 A warm, welcoming and safe environment

😊 To provide three meals a day for the student



😊 To provide a packed lunch on days out and school days

😊 To do their laundry once a week

😊 Included as part of family activities

😊 To allow moderated internet access where possible



😊 Encourage students not to stay in their bedroom

😊 Be sensitive to the needs of the student

😊 To encourage the student to speak English at all times



😊 Your student should NOT be encouraged to go out all the time

# Responsibilities of the Host Family



## General

- ✓ SLS must be informed if the family will not be at home any evening or be away for the night. Under no circumstances should a student be left to look after themselves, regardless of the freedoms they have in their own country. This is in order to protect the student, the family and the family home.
- ✓ Students must return home every night unless SLS has informed you otherwise.
- ✓ The host family should treat the student as they would their own children regarding house / family rules and discipline and ensure that the student is aware of, and understands this.
- ✓ If a student asks for a sleepover, either in your family or another family, this must be firstly agreed with by the Student Coordinator and then by both families.
- ✓ If a student asks to go to a party / club etc. please discuss with your student coordinator.
- ✓ Access to a house key and alarm codes should be the same as host family children's rules.
- ✓ It is up to the host family whether they give students under 18 a key. Students over 18 years of age should receive a key and house alarm codes if necessary.

## Academic Year Students



- ✓ The host family should bring the student to school on the first morning and give clear directions for getting to and from school, including details for public transport.
- ✓ Ensure the student attends school, punctually and in full uniform (if applicable), on a daily basis. If the student is unwell please contact the school and notify the Student Coordinator.
- ✓ Ensure homework is done and encourage the student to study.
- ✓ Please ensure you exchange contact phone numbers between yourself, your student and their Student Coordinator.
- ✓ Check the student's school journal regularly for teacher's comments and notify coordinator of any concerns you may have regarding how the student is settling into school academically and socially.
- ✓ On school nights, students should remain in the host family home, or close vicinity unless partaking in extra-curricular activities.


# Arrival / Departure

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- Upon arrival / departure to / from the airport, students will be collected / dropped off by a member of their host family at a designated meeting point. Should a family not be able to do this they should make alternative arrangements and are responsible for any costs / expenses involved. Meeting points and times will be given in advance of the student's arrival / departure.
  - Students are not allowed to travel unaccompanied in a taxi.
  - It is the responsibility of the host family to monitor arrival flights. Families will not be phoned if a flight arrives early or late.
  - Arrival / Departure and collection / drop off details may change from time to time. In the event of this happening SLS will contact you.
  - Families should not make any direct arrangements with students or their families in respect of airport transfers as you may be responsible for expenses incurred because of check-in issues, delays or missed flights.
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## Accommodation

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- 🏠 All students require the availability of a daily shower with adequate hot water and towels.
  - 🏠 A change of bed linen and laundry should be provided weekly. Encourage the student to keep their bedroom as neat / tidy as possible.
  - 🏠 Students are part of the household and therefore should keep their bedroom clean and help the family clear up after meals.
  - 🏠 Should a student damage or break any item, their parents will be asked to compensate the family where appropriate. SLS should be informed of any damages immediately but takes no responsibility for it.
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Accommodation requirements may vary with different programmes / groups. Specific arrangements will be discussed with you during the booking process.

### Academic Year:

Their own bedroom, unless otherwise requested by SLS.

A clean, tidy bedroom with a desk or table for study.

Adequate storage space for clothes and books should be provided.

# Meals



Meals are provided by the host family in accordance with normal family life. Mealtimes are a very important aspect of the student's experience of host family living and should be an occasion for conversation and enjoyment. Meals should be varied and nutritious, catering for any allergies or dietary requirements (i.e. vegetarian, coeliac, lactose intolerance) the student may have. Host families will be made aware of these in advance.

## Key points:

- ✕ A student should never eat dinner alone.
- ✕ Please ensure that your student knows to inform you if they will be late for dinner, or do not require dinner, and offer an explanation.
- ✕ Encourage and involve the student in the preparation and clearing up of meals.
- ✕ At weekends lunch is with host families.
- ✕ Extra food / snacks such as a light supper, or hot bedtime drink should be agreed between the student and host family.
- ✕ Students shouldn't take food from the kitchen without permission.

### Breakfast

Cereal, Bread / Toast, Jams / Spreads.  
Tea / Coffee / Juice.


### Lunch

Sandwiches (4 slices) / Bagel / 2 small rolls / wraps etc. with different daily filling.  
Bottle of water / juice.  
Piece of fruit (varied daily).  
Snack / Cereal bar.  
Popcorn / Yoghurt / cheese strings or similar.

### Dinner

Meat / fish and vegetables with pasta / rice / noodles / potatoes or similar.  
Dessert.

# Free Time & Curfews

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- ⌚ Student's free time varies depending on their age and programme.
  - ⌚ In regard to students under the age of 18 years, we advise host families to set their own limitations and not allow them to leave the local area unless with an adult.
  - ⌚ Students under the age of 18 years are not permitted to go to the local town at night, or attend discos or other such events without prior permission from SLS.
  - ⌚ Curfews are at the host family's discretion and should vary depending on the students' age.
  - ⌚ Host families should ensure their student arrives home by the designated time. If they do not, you should contact them directly. If this is not possible you should contact SLS or Student Coordinator.
  - ⌚ If a student continually disobeys their curfew you should inform SLS or Student Coordinator.
  - ⌚ Students over the age of 18 years should agree a time with you.
  - ⌚ Curfews may vary for some programmes, SLS will notify you of this in advance.

**Under 14**

**20:00**

**Under 16**

**21:00**

**Under 18**

**22:00**



# Use of house telephone / internet



- 🕒 The use of the house phone, computer or Wi-Fi should be limited and with the permission / agreement of the host parents.

- 🕒 Any outgoing calls or related expenses must be paid directly to the family by the student before they leave as SLS will not be responsible for collecting / reimbursing outstanding charges.



- 🕒 If a student wants to make several outgoing calls we recommend they buy a prepaid telephone card or Irish SIM card.

## Traveling to / from

- 🚌 Students walk, use public transport or take a private bus to school and / or activities.

- 🚌 Families are expected to help students find their way on the first day.

- 🚌 Please note, SLS does not expect you to drive students to / from school / activities etc.

## Smoking / Alcohol / Drugs

- ⊠ Smoking, alcohol and drugs are strictly prohibited. This has been agreed with students' parents.

- ⊠ If the host family has any concerns regarding any substance use they must inform SLS.

- ⊠ If a student requires prescribed medication, the host family will be notified in advance.

# Problems with Family / Student

- ☹ Should any problems arise we suggest firstly talking to the student to try to find a solution.



- ☹ If the problem continues, or you feel you cannot deal with the situation, please call SLS.
- ☹ In the event that either the host family or student is unhappy, SLS will arrange alternative accommodation. If this occurs, the family will only be paid for the time the student spent in the home.

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## Medical Emergencies

- + SLS should be informed of any medical or other incidents immediately. If outside of office hours please call your Student Coordinator or our Accommodations Officer.
- + Host families should deal with any emergencies in the same way they would with a member of their own family. This may require phoning the police, ambulance or doctor etc.
- + Should your student be ill and appear to need the attention of a doctor, please do not hesitate to contact your family doctor and at the same time inform SLS.



- + All medical costs and associated costs are covered by the students' insurance policy. If a host family pays for any medication / visits to doctors they should keep all receipts and will be reimbursed by SLS.
- + Please ensure you obtain a receipt and a doctor / hospital medical report to ensure we can refund you. The report is to say the doctor has seen the patient and what they diagnosed. This is very important and please do not leave the surgery / clinic / hospital without it or the money will not be refunded. Medical insurance companies may not refund the costs on receipts alone and may require reports.
- + EU students should have their European Health Insurance Card (E111) with them.
- + Non EU students will have private medical insurance.

# Covid – 19 Protocols

## Host Family Contingency Plan

The host family should be happy to keep the student under their care in their home should they themselves, any family members or the student present with symptoms of Covid-19, or subsequently test positive for Covid-19. The host family should follow HSE and government advice for themselves and other family members and specifically follow the advice below in relation to SLS Ireland students.

SLS Ireland at all times will follow the most up to date advice from both Government and Health Service Executive.

As this advice is constantly changing please see below links for the most up to date public health advice:

HSE: [COVID-19 \(coronavirus\) - HSE.ie](https://www.hse.ie/eng/covid19/)

GOV: [gov.ie - Public health advice in place right now \(www.gov.ie\)](https://www.gov.ie/en/public-health-advice-in-place-right-now/)

DFA: [General COVID-19 Travel Advisory - Department of Foreign Affairs \(dfa.ie\)](https://www.dfa.ie/travel-advisory/covid-19/)

Should a student in your care receive a positive covid test result, we would ask that the student is isolated in their bedroom in line with HSE advice. SLS will be there to support both you and the student during this time.

Should a student need to stay longer in Ireland due to a positive covid test result before travel, families will be paid up to the day the student leaves their house.

# Payment Details



- € For academic students host families are paid every four weeks in arrears. For every other programme host families are paid at the end of the student stay.
- € The rate of pay is agreed on student placement. The rate is calculated per night and families will only be paid for each night a student stays in their house.
- € Please do not discuss any payment details with your student or their families.
- € During the academic programme host families are not paid for Easter or Christmas Holidays unless the student stays with the family during this time. Host families are paid for mid-term breaks in October / February whether their student stays with the host family or not.
- € Payments are made by cheque or bank transfer. Please send details to: [info@slsireland.ie](mailto:info@slsireland.ie)
- € SLS cannot be considered responsible for any damage, theft, injury, expense or inconvenience which may occur as a result of a student's stay in a host family. If a student leaves or is moved from your house for any reason, you will only be paid for the number of nights the student has stayed with you. If a student wishes to extend their length of stay, this must be arranged through SLS.
- € If a student fails to arrive, every effort will be made to find another student. There is no payment if the student does not arrive.

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## Data Protection

- SLS have policies in place to ensure that host families meet required minimum standards. Family inspection reports, together with student feedback on their stay are used to assist with placing students with host families appropriate to their individual needs.
- Personal information is held in accordance with data protection legislation. Such information will not be forwarded by SLS to any unauthorised third parties and will only be used for the purpose of carrying out its regular day to day functions. All personal data is treated with the strictest confidentiality and in compliance with data protection legislation.
- Agents, students and their families receive information prior to their arrival giving basic details about their host family.
- It is important that host families inform us of any change of address, telephone number, personal circumstances and family or pets living at home.
- All data provided to SLS will be held in accordance with the Data Protection Act 2018. Any details provided by you may be shared with related parties as part of the booking process, e.g. Sending Agent and Work Placement Provider.



## SLS Ireland

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“Our aim is to ensure both students and host families have an enjoyable and rewarding experience”

