



联星出国服务(南京)有限公司

Host Family: Guidelines and Expectations (for Coordinator)

Key Points of Understanding

- Participants have expectations
- Host families have expectations
- We need to minimize any discrepancies in expectations
- Flexibility is important for all parties involved
- Eliciting frequent feedback and making adjustments during the project promotes satisfaction

Types of Host Family Arrangements

- a) One host family hosts one participant for the entirety of the project
- b) One host family hosts a pair of same-gendered participants for the entirety of the project
- c) Two host families equally divide hosting one participant with the participant switching in the middle of the project
- d) Two host families equally divide hosting a pair of same-gendered participants with the participants switching in the middle of the project

Connect's Expectations During Hosting

For the Host Families

- View themselves as parents (the love and sacrifice provides a lasting impression and helps the participants feel safe). This includes, but not limited to:
 - Providing a safe environment
 - Providing adequate accommodations—private or semi-private (same gender) room with individual bed
 - Providing breakfast and dinner each day the participant(s) is in the home
 - Enjoying family fun activities at home or out-and-about
 - Shopping
 - Movies
 - Church
 - Parks
 - Sporting events
 - Concerts
 - Museums
 - Participating in some of the group activities, especially the welcome banquet and farewell dinner
- Be a role model (most participants didn't grow up in a like-minded home)
- Ask good questions about the participant's life and culture
- Be flexible and have fun
- Provide feedback to the US coordinator once a week

For the Participant

- Be flexible
- Follow house rules (i.e. proper attire, on-time, no smoking, restricted areas)
- Respect and obey the host family
- Have a learner's attitude, ask questions, participate in activities, take interest in everything
- Provide honest feedback to the US coordinator, without a complaining heart, once a week



联星出国服务(南京)有限公司

For the US coordinator

- **Immediately** communicate any feedback to Connect that requires immediate attention or major action
- **Initiates** communication **once a week** with participants to make sure homestay is going as expected
 - If no, communicate with the host family immediately to determine if adjustments can be made
 - If yes, no extra step
- **Initiates** communication with host families **once a week**, or as appropriate, to make sure homestay is going as expected
 - If no, communicate with the participant immediately to determine if adjustments can be made
 - If yes, no extra step
- Communicate feedback **once a week** to Connect

For Connect

- If Connect receives any feedback directly from a participant or a host family, it will communicate that with the US coordinator immediately
- Work with the US coordinator to resolve any problematic issues that arise
- Communicate with the participants at least once a week for quality control and providing peace of mind