



SEPTEMBER / FALL 2023

WHAT TO EXPECT WHEN YOUR STUDENT ARRIVES

Pre-Arrival

1. Agents will receive FOR THE STUDENT:
 - a. Meet your **Local Coordinator**
 - This is for the student so they know their local coordinator contact information immediately should they need it when they arrive in their community.
 - Students should put the mobile number and email for their LC into their mobile devices
 - When issues arise, Natural Parents must **encourage students to address their concerns with the Local Coordinator directly**
 - Natural parents should always address concerns with you, the agent
 - If there are any questions regarding the LC match for any of your clients, please contact us for clarification.
 - b. **Student Handbook**
 - Please share with the student for their review prior to departing for Canada
 - This is an excellent reference for all matters regarding the High School Experience, including Host Family life, programme rules and communication, including emergencies.

On Arrival- Guidelines for Airport Meet & Greet

After leaving the airplane, you can expect the following:

1. **Primary Immigration:** this is where the officer will check your passport and documents
2. **Secondary Immigration:** you are sent here if you need a Study Permit or immigration needs to further examine your documents
3. **Baggage:** this is where you retrieve your luggage
4. **Customs:** this is where the contents of what you are bringing into Canada are assessed.

IMMIGRATION

After arriving, you first must go through Immigration. **Be sure to have the following documents ready to show the officer:**

- Passport
- Letter of Acceptance from your school
- Custodial Declaration from CISS MLI
- Name and address of your host family

- **IF YOU HAVE BEEN APPROVED FOR A STUDY PERMIT:** Be sure you have the Letter from Canadian Embassy showing confirmation of your Entry Visa/Study Permit
 - Don't leave without showing this, or you will not receive the actual permit stapled into your passport!
 - Students who are staying for 6 months or longer, and/or have an approval letter for a Study Permit may be asked to go to Secondary Immigration, where the actual Permit is stapled into the passport.
 - It is important NOT to leave Immigration without receiving the physical study permit – IF you have already been pre-approved.

RETRIEVING YOUR BAGGAGE

After you have passed Immigration go to the BAGGAGE area.

Be sure that you retrieve ALL your luggage.

If your luggage is missing or damaged, you must submit a Lost Baggage Claim **before** leaving this area. Airport personnel can assist you.

Be sure to advise the luggage claim personnel of your **Host Family address & phone number**

CUSTOMS

- Customs declarations are done via kiosk upon deplaning.
- If you have content that needs review, you will be sent to a separate room for further inspection, before being cleared for Arrivals.

Once you have cleared Customs, continue to the EXIT where you will enter the **ARRIVALS** area, where you will be met by your greeter

—OR—

Follow signs for **CONNECTING FLIGHTS**, if you are transferring to a different end destination. Airport personnel can help guide you to the right location.

WHO WILL MEET ME?

CISS MLI arranges one of the following forms of meet & greet:

IF ARRIVING AT:

Toronto (YYZ) or Vancouver (YVR)	A CISS MLI Designate OR Your Host Family (less likely)
Your destination city airport (not YYZ or YVR)	Your Regional/Local Homestay coordinator OR Your Host Family

Regardless of who is meeting you, always look for a SIGN with either:

- The CISS and/or MLI sign or logo (this is typical for large arrival dates such as the start of the programme in September or February, and especially if the arrival is at YYZ or YVR)

—OR—

- Your name (this is more typical for arrivals during the school year when you might be the only student arriving on a flight, and/or for arrivals at other airports other than YYZ or YVR)
- Example of a sign (families often make their own...so the design is not standard)



Welcome to Canada
<< student name >>

What SHOULD I do if I CANNOT find the CISS MLI representative OR my greeter?

IMPORTANT!!

Do NOT leave the arrival area or the airport until you have been greeted by your designated greeter!

Do not wander to get something to eat or sightsee around the airport!

We expect your arrival and have arrangements for someone to meet you and transport you to your home.

Step 1: DON'T PANIC!!

The ARRIVALS area can be very busy, especially as many international flights arrive together or within a short time of each other. Your flight may be early or the greeter may have encountered traffic and is delayed.

If you are unable to immediately locate the CISS MLI sign (or a sign with your name on it), move away from the crowd of people, and let the crowds clear. Once there are fewer people, it will be easier to locate your greeter. Walk slowly through the arrival area looking for the sign (you would be surprised how many students walk right past the sign, or look at it and move on!)

- DON'T LEAVE THE ARRIVALS AREA!
- DON'T CALL YOUR PARENTS – they cannot assist you as they are not with you! You will just worry them.

Step 2: Listen for announcements. Sometimes your greeter will have your name announced over the loud speaker. Some airports (such as Toronto and Vancouver) have a designated Meet and Greet area or Info Desk. This is also a good place to stand and wait.

Step 3: After 30 minutes - if you still cannot locate your greeter, call our Emergency Telephone. It's a free call from any phone (mobile or pay phone): **1-866-388-6543**.




Airports usually offer free WiFi. If you are able – TEXT or MESSAGE your designated greeter that you've arrived. If they receive your text, they can tell you who is meeting you or connect with that person.

MODE OF TRANSPORTATION TO HOST FAMILY HOME:

You will either take a hired private car, a shuttle car with several students, or the host family will personally meet you and drive you to their home.

Your greeter will advise of which option is arranged for you. In all cases you will be taken to your host family home or to a central meeting point in your host community where your host family will meet you.

Once in Canada – Support Structure



MANDATORY

VIRTUAL ORIENTATION WEBINAR

FOR ALL CISS MLI STUDENTS

SEPTEMBER 12, 2023

LINK TO BE SENT PRIOR TO EVENT

SCS – STUDENT CARE SUPERVISOR - #1 CONTACT FOR AGENTS

Before end of August, Agents will receive an introduction email from the Student Care Supervisor (SCS) for each student. The SCS will be the key contact for Agents should any concern or need arise

LC MONITORING FOR STUDENTS AND HOST FAMILIES

Semester Arrival months - September and February - Each student's LC will set up a virtual check-in with the student within the first 10-20 days of arriving. This timing allows students to settle in with their host family, adapt to their first days of school life and adjust to their new environment.

Student Support - Students will have monthly contact with their LC for the duration of the programme. One in-person meeting will be scheduled per semester. In addition, monthly support and check-ins will be offered virtually or by phone. Agents will also receive formal updates about the student twice per semester. These updates will be shared in October & December for first semester and March & May for second semester. Should time-sensitive issues arise between reporting periods, agents will be contacted by the Student Care Team in a timely manner.

Host Family Support – LCs will conduct general check-ins from September to June. Check-ins will take place with host families twice per semester, one of the visits will be in-person. Should any issues or concerns be noted, the SCS will send an email to the agent. If issues arise between visits they will be addressed as required.

COMMUNICATION

Students: Outside of these formal check-ins and reports, students are asked to reach out to their local coordinator/custodian as needed. This line of communication is important and the most efficient way to answer any questions or resolve any concerns. Students should expect a response from their coordinator within 24-48 hours. Should a student feel that their situation is an emergency, they are asked to call the Emergency Line, available 24 hours, 7 days a week, at:

1-866-388-6543

Natural parents are asked to communicate directly with their agent and not contact CISS MLI, the LC or the SCS directly.

Agents are asked to address all student matters with the relevant (SCS), and refrain from contacting LCs directly. For your reference, please find below a chart outlining the roles and responsibilities of our Student Care Model.

Student Care Supervisor (SCS)	Local Coordinator (LC)
MAIN CONTACT FOR AGENT	MAIN CONTACT FOR STUDENT
Oversee the LC and help support LC with student matters	Serve as the direct liaison for the Host Families
Communicate directly with the Agent for student care matters and concerns reported by the student, natural parents or the LC	Monitor student locally for general wellbeing and advice
Assess and forward Student Monitoring Reports to agent, especially for students with noted concern (our Administrative team may also forward reports if all is going well)	Conduct student interviews and complete Student Monitoring Reports
Support LCs with Student Incident management – emotional & physical health, behavioural & disciplinary support	Promote and support students for success in the local community and assists with the processing of Travel Requests
Liaise with the school board for any student issues	Support and provide guidance to Host Families
Support with: Course Selection School Timetables Academic Support as Needed Report Card Collection Co-validation	24/7 Emergency support to the Student and Host Family, as required
Manage departure information and airport transfer arrangements	

WE CAN'T WAIT TO MEET YOU!

www.cisscanada.com



[ciss.because.experience.matters](https://www.facebook.com/ciss.because.experience.matters)
[MuskokaLanguageInternational](https://www.facebook.com/MuskokaLanguageInternational)



[@CISSCanada](https://www.instagram.com/CISSCanada)



[CISSCanada](https://www.youtube.com/CISSCanada)

#cisscanada #myexperiencewithciss #myciss
 #CISSHighSchool #CISSStudents #MLIStudents #CISS #MLI