



## **FALL 2023 – Student Care, Monitoring and Custodianship**

With students arriving soon to Canada to begin their High School Programme, we take this opportunity to outline some important information and tips for successful student support for the duration of their stay.

- Upon arrival to Canada students should save the contact details for their Local Coordinator (LC) in their mobile devices. When issues arise, Natural Parents must encourage students to address their concerns with the Local Coordinator directly. If there is any confusion regarding the LC match for any of your clients, please contact us for clarification.
- Students should receive a copy of the 2023/24 Study Handbook and review the content prior to their arrival. This is an excellent reference for all matters regarding the High School Experience, including Host Family life, programme rules and communication, including emergencies.

### **How will the MLI Support Structure work?**

Before the end of August agents will receive an introductory 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.

#### **Mandatory Virtual Orientation Webinar for all Students – September 13<sup>th</sup> & 14<sup>th</sup>, 2023**

Each student will be sent a notice of this essential online session by email and will be instructed to confirm their participation on either September 13<sup>th</sup> OR 14<sup>th</sup>. This session will serve as both an opportunity to meet the Student Care Team, highlight the countless opportunities and review our rules for the High School Programme in Canada.

#### **LC Monitoring for Students and Host Families**

**Semester Arrival months - September & 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.

**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 items need attention, the SCS will send an email to the agent. If issues arise between visits they will be addressed as required.

**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 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.

## Communication

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

**1-866-388-6543**

Natural parents are asked to communicate all matters to their agent and not contact MLI 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.

<u><b>Student Care Supervisor (SCS)</b></u>	<u><b>Local Coordinator (LC) /Custodian</b></u>
Serve as the direct liaison to the LC for student care 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 Parent or the LC.	Monitor student locally for general wellbeing and advice.
Assess and forward Student Monitoring Reports to agent.	Conduct student interviews and complete Student Monitoring Reports.
Support LCs with Incident management – emotional & physical health, behavioural & disciplinary.	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 Custodial student issues. *	Support and provide guidance to Host Families.
Manage departure information and Transfer arrangements.	24/7 Emergency support to the Student and Host Family, as required.
*Academic matters are the responsibility of the agent.	

We appreciate your partnership and cooperation in following our communication guidelines.

Thank you.

Your MLI Homestay Team

<https://mlihomestay.com>

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