



John
McGlashan
College

DUNEDIN NEW ZEALAND

Residential Caregivers Booklet 2022

Who to contact if you need help

School (Monday - Friday 8:30 am - 3:30 pm) 467 6620



Anna Noble

Director of International Students



Keely McLeod

Teacher of ESOL



Rose Sinclair

International Student Manager

For any emergencies please contact Anna.

For any academic or study matters please contact Sonya via email;

For any homestay or day to day matters please contact Rose at school or by email;

0211637471

anna.noble@mcglashan.school.nz keely.mcleod@mcglashan.school.nz rose.sinclair@mcglashan.school.nz

Please only ring staff outside of school hours if it is holiday time or there is a problem you are dealing with that cannot wait until morning or till after the holidays.

In an emergency please call 02102730482

Thank you for hosting an international student. If you have any questions please get in contact with the International Department.

Arrival and Settling period

Preparation

We suggest this booklet is discussed (where appropriate) with all members of the family so that they can all help make your new student feel at home, and help with any questions there may be. There are adjustments to be made on both sides. Students, during the settling in period, may be quite shy, reserved, uncertain or demanding. They need your sympathetic help but they also need to consider how your household is organised. Please do not take anything for granted – your student may need to be told everything and that is best done early in their stay, although it may seem rude or unwelcoming to you. Young people from all cultures like to know where their boundaries are. If this is established early on then it is less likely that they will try to push against them.

Requirements

Your student needs their own bedroom, with wardrobe, chest of drawers, desk, lamp, chair, heater, mirror and all bedding and towels.

Responsibility

Your student will be told that while out of school hours he is under your control and is your responsibility. If in doubt about any given situation, please ring the International Student Manager, the Director of International or the Principal. The final responsibility lies with the school and we cannot support you if we don't know the difficulty.

Money

Our students will probably be responsible for their own money. However, they may come to you with questions about our banking system. You may need to remind your student not to allow funds to get too low because it takes time to receive money from overseas. Loaning money can lead to problems. You should suggest to your student that a lot of money should not be carried or kept at home. Students wishing to open a New Zealand bank account will need a proof of address letter from the school, the International Student Manager can supply this. Although the school is available to help students, you will be in the 'front line' and may have to answer numerous questions about costs, transport, routes, entertainment - you name it.

Shopping

Your student will need to either be able to ask you or to have access to shopping regularly for their school and personal needs. In particular they may not have suitable warm clothing. Occasionally you may be required to go shopping for clothes for your student, however this will be at their expense.

Letting off Steam

Almost 24 hours a day your student will be encountering new customs and will be extra sensitive to what is said. Outside the home people may make unthinking remarks which may hurt them. Let your student vent to you. Sometimes students may make unfavourable comparisons between New Zealand and their home country. This needs to be handled with understanding. Try to remain objective and not become angry. Encourage them to be open and honest with you.

English Ability

Students will have studied English at school but may not be confident with conversational English. They will also not be aware of New Zealand expressions and colloquialisms and be more used to American or British English. A single word or phrase may mean one thing to the student and

another to you and misunderstandings can result. Writing important things down for your student can be helpful. All members of the family should speak slowly and repeat things until they are understood, but try not to raise your voice or speak pidgin or oversimplified English, things many people find themselves doing unconsciously. Watch for signs that students are 'lost' and encourage them to stop and interrupt you. If you ask them to repeat what you have said to them, it will help you gauge whether or not they have understood you. Through conversations students learn to speak as well as understand conversational English and gain confidence in their ability. They may be shy about initiating conversation but will appreciate your help. A student might spend a lot of time in his room. It may be that speaking English is a strain or that he believes he is doing his best in not bothering his elders. Explain patiently to him the differences in social customs, i.e. it is polite to make small talk and socialise before and after mealtimes, even for half an hour only. When they have friends around, they will want to talk in their own language, encourage them to speak English in shared living areas.

Culture Shock

Changes in language, study, food, home life and climate all combine to require a major level of adjustment. There is a fairly predictable cycle of adjustment, and it is important you should be aware of it. Each student is different and may not experience all of the stages in the same order but they are all normal reactions.

Everything is wonderful stage - on arrival everything is new, exciting and interesting.

Everything is awful stage - students become accustomed to their new life and may start criticising things that only weeks ago were 'great'.

Everything is OK - things aren't so bad after all and the trend begins to reverse. Suddenly situations are not so depressing and students find things interesting again.

The final stage is achieved when students feel 'at home' in our society. This may never happen for some students but many do achieve this level. It takes time - up to 2 years.

Family Relationships

Someone new coming into any home alters the dynamics of the family. Each member of your family will have to adjust to the student and for some; this may take considerable effort and thought.

If you have young children you may find they feel 'left out' in the early days when your student will require a lot of your attention. You may need to explain to your children how difficult it is for someone to come to a new country with new people to meet and new customs to learn. Some families find the student and the children 'bond' very quickly. While students love the children they sometimes find it difficult to ask the children to leave them alone for study or time out. You may need to observe carefully and have a quiet word with your children if you think this is needed.

Home Sickness

Be sensitive and supportive, however, also speak positively to them and reassure them that this is a natural thing, it will gradually pass and that there are exciting things for them to look forward to. You may notice at this time that your student is noticeably withdrawn. They will find it all a bit of a strain, 24 hours a day of English with no escape at hand. Try to ensure they do not get over-tired and give him space and time on their own. Respect their need to have their room as a private sanctuary and make sure family members knock before entering.

Remember that most students come from culture where they are ultra-polite in order to survive in big urban countries. For instance, they are not used to 'kidding' it can mean to them 'loss of face'. To avoid making a mistake or looking stupid they may become reticent. Reassurance may be needed.

Sleeping

Your student may find it cold in New Zealand and appreciate the use of an electric blanket. Do remember to tell them not to leave it on while sleeping. Demonstrate to your student how to make his bed and when to change the sheets, if that is expected.

Study

Your student will need a private and comfortable environment in which to study and will also require the use of a heater, or heating in their bedroom. You may find they study hard and for long hours. This is what they are used to and as long as it doesn't interfere with other interests it is important they can do this.

Body Contact

Initially your student may not be comfortable with your hugs (offered 'for comfort'). Some students will take to it naturally, some will not. If he doesn't, do not feel embarrassed or offended. Be aware that different cultures have different practises, for example in Japan the head is seen as sacred and shouldn't be touched by others.

Cultural differences

In some asian cultures social status can be measured in unexpected ways and each one is different. Do not assume all asian students will mix with each other easily. If incidents in and around such issues were to arise, please communicate to your students that in New Zealand that social equality and being respectful to one another is of great importance to New Zealanders. Again please contact the International Student Manager or International Director if an awkward issue were to arise.

Politeness

It is a virtue in asian countries to be polite. They like to show respect to seniors and will particularly avoid making any objection to their elders. This can cause misunderstanding. Please encourage your student to say what they think and feel and to ask questions. Explain that you will not think badly of them if they criticise or question something. This will help them improve their English as well as help them with the Western way of thinking – and, of course, will help develop mutual understanding. Customs vary. Some cultures think only greedy people open a present in front of the giver for instance. Ask what their customs are and explain we might do things differently but do not mean to be rude.

At Home

Household Duties

We encourage students to help in the house as part of experiencing life with a New Zealand family and as an aid to learning conversation skills, within reason of course. Students may feel that it is inappropriate to help around the house as they are board paying guests, but duties within reason are supported by the school. You can expect students to keep their own room tidy, and gradually encourage them to help with duties and fit in the same as other family members. Demonstration by example will help convey the custom in your home.

Transport

It is expected that within reason that you transport your students to and from school and extra-curricular activities. This is most important in the winter, when it is cold and there is less daylight. Communicating to students the location of public transport and providing timetable information is encouraged as well.

Food

Our diet, which ordinarily includes so many dairy products and meat, will be very different to the student's diet at home. Sometimes students are very hungry at first. Other students may seem to have no appetite at all. This will change with time but if you have concerns please tell us.

Be prepared for your student to dislike some foods. It is often a good idea to serve a little at first. Let them know they can leave food on the plate without offending you. In the early days do not be surprised if the student cannot bear to be around when meat is cooking because of the smell. Other things, like ice cream, are instantly attractive. Your student may even like to cook for you on occasions. Your student might eat his meal without saying a word. He is not being rude, just conforming to rules he is used to.

Religion

Religion is personal and it goes without saying that you should respect your student's religious beliefs and the student will respect yours. Students may make special arrangements to observe religion in everyday life and this may include dietary restrictions.

Some recognition by your family of particular religious holidays will be appreciated by your student.

Smoking, Drinking, Drugs

Smoking, alcohol and use of non-prescription drugs are strictly forbidden. If you have concerns please get in touch with the school immediately.

Social Life

Please encourage your student to mix widely, enjoy outings and to feel free to invite a friend around or ask permission to go to a friend's place. However, do stress the importance of letting you know where they are, for their own safety. They should give you their mobile number and a contact number for where they are going and if you have doubts, ring it to check if the student is there and if it is a suitable place. Hosts often find that checking with other host families is useful.

Telephone

Students may often receive calls late in the night due to time differences and rates overseas. However, if he is spending too much time on the telephone talking to friends locally, you might wish to tell him that unimportant calls should be made before 9.30pm as it disturbs the rest of the

household when trying to sleep. Ask their parents to call them at a designated time each week/month if they are likely to speak to their parents frequently.

Internet

It is expected that your student will connect to your broadband. Our International students are often from countries where unlimited internet access is common place at home. We believe that the homestay fee received from the school should adequately contribute to an appropriate telecommunications package. If you are experiencing excessive bills from your telecommunication company you should address this with your student and make the International Student Manager aware of the situation.

Pets

Many students will not be familiar with pets in our houses. Please ensure that if they are not fond of animals that they will not be unnecessarily bothered by them. On the other hand of course, they may love them.

Health and Personal Hygiene

Medical/Dental Care

Your student has Medical Insurance and will have filled out a medical form with all the necessary information. If your student becomes moderately or seriously ill, please contact the International Student Manager or the Director urgently so that appropriate information can be passed onto the student's family.

The student can either visit your doctor or the school doctor at Roslyn Medical Centre (Brent Wishart).

Centre Location

271 Highgate, Roslyn, DUNEDIN 9010

Phone: 03 477 6471

Fax: 03 479 2582

Email: roslynhealth@xtra.co.nz

Bathing and Showering

Bathing and showering may also need to be explained, depending on the student's country of origin. For example, some asian countries will shower in a very different manner. Most students will know how to take a bath or shower in western style, but because of their bathing habits they often use a lot of hot water.

Because some students will wonder why there are two taps, you will have to explain the hot water system, and that the water is normally too hot to be used without cold water as well.

Communicate to your student when you would prefer them to have a bath/shower so as it fits in with the needs of the rest of the Host family.

Laundry

Please explain to your student your family arrangements here – where and when to put laundry out etc. Your student may be shy about leaving his underwear for you to wash. If he does, explain to him that there is nothing wrong in doing so. If he still wishes to do his own, explain to him that he needs to hang this outside on the clothesline.

The Education (Pastoral Care of International Students) Code of Practice 2016

When students come to study in New Zealand, education providers have an important responsibility to ensure that those students are well informed, safe and properly cared for. To support this, the New Zealand government developed the Education (Pastoral Care of International Students) Code of Practice 2016, which replaced the 2010 Code of Practice. The Code of Practice prescribes the required outcomes education providers and their agents need to deliver for their international students.

For more information see:

<http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

What you need to know-

Below is a direct excerpt from the Code relating to accommodation.

26. Process: accommodation

1. In relation to an international student under 18 years who is in the care of a residential caregiver, the signatory must—
 - a. ensure that the student's accommodation is safe, is in acceptable condition, and meets all regulatory and legislative requirements; and
 - b. ensure that an appropriate safety check has been completed for a residential caregiver; and
 - c. maintain effective communication with the student and his or her parent or legal guardian when accommodation issues arise, and must take responsibility for addressing those issues, including reporting them to relevant authorities and moving students to appropriate accommodation; and
 - d. conduct sufficient student interviews and home visits to monitor and review the quality of residential care, taking into consideration the age of the student, the length of the stay, and other relevant factors; and
 - e. ensure that the parent or legal guardian of the student has provided written agreement that the designated caregiver will be subject to the signatory's approval and that the signatory is not responsible for the student's care when the student is in the custody of the designated caregiver; and
 - f. ensure that there is appropriate separation of international students from students of different ages in the accommodation; and
 - g. ensure that the student is appropriately supervised in the accommodation.
2. In relation to an international student 18 years or over who lives in accommodation provided or arranged by a signatory, the signatory must—
 - a. ensure that the student's accommodation is safe, is in acceptable condition, and meets all regulatory and legislative requirements; and
 - b. maintain effective communication with the student when accommodation issues arise, and must take responsibility for addressing those issues, including reporting them to relevant authorities.
3. In relation to an international student 18 years or over who arranges accommodation for himself or herself, the signatory must ensure that the student is directed to relevant advice and information that will enable the student to understand his or her rights and obligations as a tenant in New Zealand.
4. In this clause, accommodation issues includes issues of health and well-being arising from a student's accommodation or connected with it.

Your Residential Caregiver Agreement

In order to provide homestay care for international students at John McGlashan College, you will be required to sign a Residential Caregiver Agreement and also complete New Zealand Police Vetting (this is required for every person over the age of 18 years old living in the residence).

In signing your Residential Caregiver Agreement you are agreeing to;

- provide full board, including all meals for each student you host
- provide accommodation for at least 46 weeks in a year (or as negotiated)
- provide a warm, comfortable room, with required facilities
- provide laundry services (excl drycleaning)
- provide broadband internet connection for you student(s)
- take interest in the academic progress of your student(s)
- encourage your student(s) to participate in family activities
- set reasonable rules for you student(s)
- not provide alcohol, cigarettes or any other illegal substances to your student(s)
- help shift your student(s) in and out of your house if possible
- contact the school immediately if you have any concerns about the health and/or safety of your student(s)

Please note:

- if your student leaves prior to full term, your homestay payment will cease (with two weeks notice)
- if your student is away for a period of weeks, residential caregivers will receive full payment for the first week and 50% thereafter

As a Residential Caregiver you can expect the school to;

- provide regular contact through the International Student Manager
- visit your home at least twice per year
- provide support and quick action in the case of problems
- provide support for rules
- have a one to one talk with your student(s) at least once per term