



Homestay Handbook

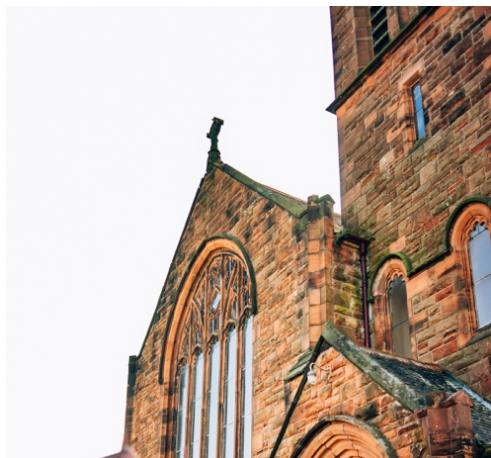


St. James Research Centre
EVIDENCE-BASED SOCIAL INTERVENTION

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INTRODUCTION



Welcome to Global Family and our initiative, St. James Research Centre (SJRC)! This handbook was developed by Global Family's executive leadership and Board of Directors to provide information on homestay services with SJRC.

St. James Research Centre for Evidence-Based Social Intervention was established by Global Family Care Network in Scotland.

Our goal is to equip leaders to conduct research and implement programs in community-based development, prevention of modern slavery, rehabilitation and psycho-therapeutic programs for victims of human trafficking, and orphan care. Our aim is to support and develop students so that they can succeed, and they feel confident to undertake their classes.

St. James Research Centre is connected to a global network of experienced professionals in the field of community-based development, anti-trafficking prevention and rehabilitation programming, orphan care, and evaluation.

Global Family incorporates evidence-based approaches to preventing trafficking and abuse, providing services to victims of commercial sexual exploitation, strengthening families and communities, and training caregivers. Our approaches are consistent with published and peer-reviewed studies, which we consistently review and incorporate.

STUDENT LIFE

The St. James Research Centre provides training for diverse and energetic cohorts of students and professionals each year out of our training centre in Falkirk. The centre is located a short walking distance away from shopping, groceries, gyms, a movie theatre, and a train station with easy access to Edinburgh and Glasgow.



CITY LIFE

St. James Research Centre is conveniently located in the central belt of Scotland, less than a 30-minute train ride to Edinburgh, Glasgow and Stirling. Falkirk itself is full of character, local restaurants, well known attractions and tourist sites in Scotland. With Edinburgh being a UNESCO world heritage site and Glasgow a major hub for shopping and restaurants in the UK, what's not to love?

CAMPUS LIFE

St. James Research Centre is built out of a transformed church built in the late 1,800s to be a space for learning and collaboration. We offer on-campus accommodation and our centre is located a 10-minute walk to a major rail station going east, west and north for easy access to the rest of Scotland.

EXPERIENCE

Our mission is to equip future leaders and to offer them the experience, beyond the classroom. Scotland offers a perfect setting for just that. Not only rich in history and culture, Scotland's wide landscape and friendly attitude, allows for students and tourists alike to find new opportunities that bring lasting memories. Enjoy a semester that has a lasting impact beyond a few months.

BECOMING A HOMESTAY PROVIDER



APPLY

You can apply to be a homestay provider at www.stjamesresearchcentre.org/homestay/.

The application will ask about you, your family, and your home. You will be able to specify whether you prefer for female or male students to be placed in your home. You should hear from SJRC within three weeks of submitting your application.

HOME INSPECTION

SJRC will conduct an inspection of your home in order to ensure that it meets our requirements for cleanliness and that it contains enough spaces and amenities for students.

BACKGROUND CHECK

SJRC will conduct a background check for you and your partner.

STANDARDS FOR HOMESTAY LODGING

I. STANDARDS FOR RESIDENCES

Homestay providers should provide:

- A safe, secure, private bedroom for the student's sole use with suitable storage space for clothes, personal effects and study materials, and suitable facilities including a desk, a chair and adequate lighting
- A clean home with appropriate furnishings suitable for a family and students
- Access to a shared or private bathroom, with reasonable time allowed for showers
- Access to the kitchen, living areas, laundry facilities and shared areas of the home
- Access to heating in the winter and cooling in the summer if required
- Household facilities and appliances that comply with government regulations regarding safety standards
- Keys, alarms, or passwords required to have free access to the homestay residence

II. STANDARDS FOR ST. JAMES RESEARCH CENTRE (SJRC)

St. James Research Centre will:

- Ensure that all adults residing at any homestay have background checks completed
- Conduct visits and assessments of the homestay residence
- Maintain regular contact with homestay providers, students, and SJRC staff

III. STANDARDS FOR HOMESTAY PROVIDERS

Homestay providers will:

- Provide a safe and welcoming homestay family environment that is conducive to the students' emotional, social, physical, and educational wellbeing
- Encourage students to experience life as a member of the family and assist students to adapt to a new culture and life
- Where suitable, include students in family activities and events
- Ensure family members show interest in the student's culture and customs and are respectful of these
- Provide an orientation of the family home, the use of facilities, and security, including household protocols, safety around the house (including the use of appliances), handling pets, the use of shared areas or facilities such as swimming pools and internet, rules regarding visitors, and appropriate times to return home during the week and on weekends
- Provide all meals: breakfast and lunch may be self-serve, and dinner should be a meal with the family
- Accommodate each student's nutritional needs

- Provide students with an orientation to the local area including public transportation and getting to and from SJRC, and the location of shops, doctors, medical facilities, and recreation areas
- Ensure the student is aware of emergency numbers
- Notify SJRC if adverse or harmful behaviour from the student is observed
- Notify SJRC immediately if the student decides to leave the homestay residence
- Assist the student access any medical, dental, hospital, or other health-related services

STANDARDS OF BEHAVIOUR

I. INTRODUCTION

The aims of this policy are to promote good behaviour amongst students and homestay providers. The purpose of this policy is to ensure the safety of students, homestay providers, trainees, and employees, and to provide guidance on the actions to take under certain incidents. It is important for students, homestay providers, trainees, and employees to be part of the SJRC community without fear of:

- Disruption of learning
- Violence, bullying, or harassment from others
- Criminal behaviour
- Deliberate damage to property

II. ENSURING STUDENT WELLBEING

Homestay providers will:

- Observe and consider whether student behaviour might indicate they are suffering, or likely to suffer, significant harm. If yes, employees should follow the safeguarding policy and consider whether assessment or the provision of additional resources is necessary.
- Be aware of the signs that students need mental health support.
- Provide additional support to students when necessary and appropriate.

III. DISCIPLINE

Homestay providers should treat all students with dignity and respect. If they have concerns about the conduct of students in their home, they may speak calmly and respectfully to the student about the problem, submit a grievance, or contact SJRC. Homestay providers must never use harsh language or corporal punishment. If unnecessary or harsh disciplinary actions have been utilized by the homestay provider, all students will be placed elsewhere and the provider will be removed from SJRC's list of homestay providers.

IV. PROHIBITED ITEMS

Prohibited items include the following:

- Knives and weapons
- Alcohol
- Illegal drugs
- Stolen items
- Tobacco and cigarette papers
- Fireworks

- Pornographic images
- Any article that has been or is likely to be used to commit an offence, cause personal injury, or damage property

V. SEARCHING AND SCREENING

When to Search

Employees may:

- Search a student for any item if the student agrees.
- Search a student only on the homestay premises.
- Search a student only if the homestay provider is the same sex as the student being searched and there is a witness (another employee or homestay provider), preferably of the same sex as the student, present.
- Search a student if the homestay provider is a different sex as the student being searched and/or without a witness present only if there is risk that serious harm will be caused to a person if the search is not conducted immediately and where it is not reasonably practicable to summon another homestay provider or employee.
 - In this case, the homestay provider should remain considerate of the student's expectation of privacy according to their age.

Homestay providers may search without consent if there are reasonable grounds for suspecting that a student possesses a prohibited item. Reasonable grounds may include the homestay provider having heard other students talking about the item or noticing a student behaving in a way that suggests they have an item which may cause harm. Prohibited items include the following:

- Knives and weapons
- Alcohol
- Illegal drugs
- Stolen items
- Tobacco and cigarette papers
- Fireworks
- Pornographic images
- Any article that has been or is likely to be used to commit an offence, cause personal injury, or damage property

During a Search

Homestay providers may:

- Not require students to remove any clothing other than outer clothing (“Clothing that is not worn next to the skin or immediately over a garment that is being worn as underwear but ‘other clothing’ includes hats; shoes; boots; gloves and scarves”¹).
- Search a student’s possessions, which includes goods and items over which the student has or appears to have control (e.g. desks and bags).

Confiscating Items

In response to a search, homestay providers:

- May seize any prohibited items or any item they consider harmful as a result of a search.
- Must hand weapons, knives, controlled drugs, stolen items, and child pornography over to the police.
- May dispose of tobacco or cigarette papers, alcohol, fireworks, pornographic images (unless the possessions of which constitutes a specified offence like extreme or child pornography).
- Report the search to St. James Research Centre (SJRC).

VI. HARASSMENT

Global Family is committed to providing a space for learning free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment, or bullying will not be tolerated and will lead to action being taken, which may include dismissal.

Any person who believes that he/she is the victim of any type of discriminatory conduct or harassment should bring that conduct to the immediate attention of the Director, or if the complaint is against the Director, it may be taken to any member of the Board of Directors. Global Family will conduct a prompt and thorough investigation of all the circumstances surrounding the alleged incident in a confidential nature.

If the investigation discloses that an individual has committed an act of discrimination or harassment, that individual will be subject to appropriate disciplinary action, up to and including termination (if a member of staff) or dismissal (if a student). Retaliation in any form against an employee who complains of discrimination or harassment is strictly prohibited and will result in appropriate disciplinary action.

In the case that a student or homestay provider has been accused of abuse or assault, SJRC will remove the student from their homestay premises and conduct an investigation. SJRC must report the situation to the police if there is reasonable suspicion that abuse or assault has taken place. If it is found that a student has abused or assaulted another student, employee, or homestay provider, the student will immediately be expelled from SJRC and its programmes. If it is found that a homestay provider has abused or assaulted a student, employee, or another homestay provider, the homestay provider will

¹ Department for Education (2018) *Searching, Screening, and Confiscation*. Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/674416/Searching_screening_and_confiscation.pdf.

immediately be removed from SJRC's list of providers and any student(s) residing at their home will be placed elsewhere.

GRIEVANCES POLICIES AND PROCEDURES

The aim of this grievance procedure is to settle grievances or complaints fairly, simply, and quickly. Every effort will be made to resolve the issue at the earliest possible stage, and at each stage efforts will be made in order to avoid proceeding to the next stage and to settle the issue amicably.

If a student or homestay provider has a grievance or complaint, they may:

1. Speak to an employee directly about their complaint, or
2. Fill out the online complaints and grievances form at <https://www.stjamesresearchcentre.org/complaints-and-grievances>.

If a student or homestay provider speaks to an employee directly about a complaint or grievance, the employee will:

- Directly relay the complaint or grievance to pastoral care staff.
- If the complaint or grievance is about pastoral care staff, the employee will relay the information to the Director.
- If the complaint or grievance is about the Director, the employee will relay the information to the Board of Directors.

If a student or homestay provider completes the online form, pastoral care staff will review the complaint.

The staff member in charge of reviewing the complaint or grievance, whether it is pastoral care staff; or if the complaint or grievance is about pastoral care staff, the Director is in charge of reviewing the information; or if the complaint or grievance is about the Director, the Board of Directors is in charge of reviewing the information; will:

1. Review the complaint or grievance,
2. Develop either a response or a plan of action in response to the complaint or grievance in coordination with the employee's immediate superior, or if the employee's immediate superior is not the Director, with the Director, and
3. Within one week, email the student or homestay provider who submitted the complaint or grievance with a summary of their complaint or grievance, SJRC's response, and the steps that SJRC will take to mitigate or solve a related problem if necessary.

The Director will:

- Implement procedures and/or interventions to mitigate or solve a related problem if necessary and as specified in the official response provided to the student or homestay provider.

PROCEDURES FOR REDUCING POTENTIAL EXPOSURE TO COVID-19

To reduce the potential exposure to COVID-19 and to best protect yourselves and the student(s) staying with you, please follow these procedures:

Homestay providers will:

- Ensure that each student has their own room.
- Regularly clean common room areas.
- Avoid unnecessary contact, including being in close proximity with others.
- Limit other guests at the home and abide by local and government regulations.
- Self-quarantine at the first sign of COVID-19 symptoms and arrange for a COVID-19 test as soon as possible.

Students will:

- Regularly clean bedrooms and bathrooms.
- Avoid unnecessary contact, including being in close proximity with others.
- Do not invite others over to the home.
- Abid by local and government regulations.
- Ensure that you wear a mask in public spaces, including shops, restaurants, and public transportation.
- Self-quarantine at the first sign of COVID-19 symptoms and arrange for a COVID-19 test as soon as possible.

SJRC will:

- Require a negative COVID-19 test taken within three days before arriving at the homestay location.