



## When to contact ISP Program when something goes wrong?

Level	Example	Timing
High	Fatality, Police Involvement, Accidents	Immediately
Medium	Parties, drugs, alcohol, extreme curfew lateness	Next business day
Low	Academics and attendance	Within current business week
Low	Mediation and Moves	Within current business week
Low	Everyday life questions, General enquiries, travel letters, visas, medical insurance, etc.	During Business hours (8:30 am-4:30 pm) Tel: 204-257-7827

You may leave messages at the Program office 204.257.7827 or refer to our contact us on our website: <https://www.lrsd.net/schools/ISP/ContactUs/Pages/Contact%20Us.aspx>

E-mail is usually the fastest way to get in touch with us. If you need to talk to ISP Homestay Coordinator we ask you to please place your Homestay calls during regular business hours. When calling us, please leave a message, speaking clearly. Give your full name, the date and time that you are calling and a brief description of the subject of your call. Hosts should include the name and school of their student; students should give the name of their school and their host family. Always leave the phone numbers that you may be reached at and the times when you will be available. Say the phone number clearly and say it twice. If a call is urgent, please indicate this when you leave your message. Please monitor your e-mails regularly as this is the most common way we provide information to Host Families.



### **We MUST hear from you under these circumstances:**

- If you believe your student may be seriously depressed or suicidal.
- If you suspect that your student may be experiencing discrimination, harassment, threats or inappropriate advances.
- If your student is seriously ill, especially where hospitalization or surgery is expected, or if there is a communicable disease.
- If you suspect that your student may be experiencing a mental or emotional disorder.
- If you suspect that your student may be involved in violent acts or acts of bullying, either as victim or perpetrator.
- If you are planning to change residence or if your home is listed for sale.
- If there is a theft in your home.
- If your student causes damage in your home.
- If a resident of your home turns 18.
- If your student is planning to leave Winnipeg without a travel application form.
- If your student is planning on changing school or Homestay, or if they are planning on leaving the program or Homestay.
- If you believe your student may be experiencing financial difficulty.

### **We expect to hear from you:**

- If you notice a change in the pattern of behavior of your student.
- If there is a change in the accommodation that you are offering for students.
- If there will be a new resident in your home (student or otherwise) or if someone is leaving your home.
- If there is a change in your home or work contact information.
- If you will be away from the home overnight, so that we can be sure that adequate supervision has been arranged.
- If a resident of your home contracts a communicable disease.

We'd like to hear from you anytime that you feel that you would like guidance, support or feedback. And, of course, it is always nice to hear about positive relationships and events. Please do send us some photos to post on our social media sites.