



Damages Claims Process

Having children and teenagers in the house will often result in things being eaten, damaged, and sometimes even broken.

Here is a quick step-by-step guide on what to do if your homestay student has broken or severely damaged something in your home.

Damage is the deliberate or accidental breakage of an item in the home. If a host family experiences a loss or damages caused by the student, there is a process that needs to be followed.

Please note that wear and tear is not damage, and that not all damage is claimable. The Homestay Manager will discuss with you if your issue is claimable. Please do not automatically assume it is.

****Also when an item is damaged, there won't always be a full payment to cover the item. There is depreciation, much like with a vehicle, so if there is an old lamp that got broken that you paid \$75 for 10 years ago, you won't be reimbursed \$75.**

Initial Steps to Follow:

- **Immediately** inform the Homestay Manager about any damage you notice.
 - Please report all damages as soon as they happen. Do not wait until the student is moving out to report them
- Take pictures of the damaged item (attach your pictures to the Damage Assessment Form).
- **Fill in, save, and email** a copy of the Damage Assessment Form you have been provided with. The Homestay Manager will come to inspect the damage if necessary.

A Few More Steps:

- Host family will get quotes for repair of the damage, and submit the quotes to the Homestay Manager for approval.
- Start repairs **only** when consent is given from the School District. We have to communicate with the student's natural parents and obtain their agreement on reimbursement.

Some Things to Remember:

- Once the consent for repairs has been confirmed, go ahead with them and forward the receipts to us. We will reimburse you ASAP.
- All repairs must be completed before the student leaves the home as it is difficult to collect reimbursement once the student has left Canada.
- Many times the damages caused by your homestay student were unintentional. Try your best not to get angry with them as they most likely feel bad and shameful about it.
 - You might find that getting angry with them over it may even cause them to deny having done it. In some other cultures, denying / lying is seen as a better option than the shame of admitting to it when being directly confronted over it
- **DO NOT** directly ask the homestay student for money.
- There needs to be documentation and approvals communicated between the School District Office and the homestay student's natural parents.

Final Thoughts:

- The School District is not responsible for damage or loss. Any reimbursement comes from the student.
- Valuing items does not mean that they will be replaced as new regardless of their age. Keeping receipts for larger purchases would be a good way to show value and age.
- Mitigating the possibility of damage can avoid issues all together. The Homestay Family Handbook has some very useful suggestions. Here are a few of the highlights:
 - Talk with the students about how not to cause damage when they are new to your home, and follow up a month later to see what parts they remember
 - Use waterproof mattress covers on students' beds
 - Plastic desk covers / place-mats
 - Avoid using special furniture (like delicate antiques) in students' rooms
 - Area rugs in students' rooms will protect carpet / delicate flooring
 - No food or drink in the bedrooms
 - No make up in the bedroom (keep in the washroom)
 - Keep laptops off of the carpet. Have students charge their devices on hard surfaces
 - Use colour-coded towels (not white)
- It is important that each host family notify their household insurance company that they have an international student in the residence and that they carry sufficient personal liability insurance.
- Please feel free to reach out if you have any additional questions.



Damage Assessment Report

| | | |
|----------------------------|-----------|--------------|
| Name: | | |
| Address: | | |
| City: | Province: | Postal Code: |
| Contact Phone Number: | | |
| Preferred Contact Time(s): | | |
| Email Address: | | |

| | | |
|--------------------------|----------------|------------------|
| Homestay Student's Name: | | |
| Type of Damaged Item: | | |
| Age of Item: | Purchase Date: | Estimated Value: |

What date did the damage happen / was estimated to have happened?

Have you spoken to your homestay student about the damage? Yes No

Do you still have the receipt? Yes No

Attach Picture of the Damaged Item - [Attach Photo 1](#) [Attach Photo 2](#)

Reaction of Homestay Student: No Reaction Apologetic Denied Causing Damage

Detailed Description of the Damage and How It Occurred: