



## Family Vetting

LOLA families are thoroughly vetted prior to receiving paying guests. Landladies, spouses and children are interviewed separately to gauge their suitability as hosts. **All family members over the age of 18 are required to present a current, clean police record.**

As well as the family's psychological profile, the accommodation officer also takes into account the friendliness of the family, the quality of the home's facilities, cleanliness, proximity to the school and the food.

Students reports of their experiences with the family are taken into account and if necessary communicated to the them.

Minors (under 18's) are NEVER sent to families who are being tried out for the first time.

Prior to the arrival of their first paying guest, families are provided with a list of general conditions and have a meeting/training session with the accommodation officer who visits the home.

### **a) the student and the city:**

Students must be picked up on arrival and dropped off on departure at the specified meeting point. If a family is unable to see a student off they must call the students a taxi and pay for it.



Students must be accompanied to school on their first day.

### **b) the student and the home:**

Students must be thoroughly shown around the home on their first day with an explanation of who sleeps where.

All shared facilities (sitting room, kitchen, bathrooms) must remain open and unlocked all day.

The student is given keys to the home on his/her first day. Bedrooms do not usually have locks.

The student may shower up to twice a day.

### **c) Meals:**

Meals must always be eaten with the student. If some family members have to eat at a different time due to school/work timetables the landlady must adapt her timetable to the student and eat with him/her.

When on excursions, the student must be provided with a packed lunch. This should contain sandwiches, fruit and a drink.

-Breakfast should include coffee, tea or hot chocolate, croissants or toast with butter and jam, yoghurt and cereals.

As lunch in Salamanca is the main meal of the day it should include:



a starter (soup, salad etc) a main course (meat, fish, pasta, rice etc)  
dessert (fruit or other).

Dinner in Salamanca is somewhat light but always more than simply a sandwich.

Families are encouraged to contact the LOLA office for menu ideas.

The student may keep fruit and water in the fridge and make himself tea or coffee.

He may not use any of the other kitchen facilities.

#### **d) Laundry:**

One white wash and one colour wash per week is included in the price.

Students may use the household iron and board to iron their clothes themselves.

Students may hand-wash their clothes but these must be hung up on washing lines and not inside cupboards or in the bathroom.

#### **e) illness & incidents:**

Families must contact the schools immediately if a student is ill, or if there is a serious incident.



Families must inform the office the following morning if students who are minors do not respect their curfew or have been consuming alcohol.

Families are provided with the following contact numbers: LOLA office number:

+34 646 980 353 08:30 a 20:00.

Emergency phone number: 646980353 (Amanda)

If a child needs to go to hospital they are taken by the accompanying teacher and not the family who has to attend the other guest(s) or her children.

#### **f) Other:**

No one in the home, family member or guest, is permitted to smoke anywhere in the home. Minors or other young people are not permitted to consume alcohol if their home country law forbids it.

Students may not receive phone calls at the family home unless in case of an emergency. They may make emergency calls to their teacher, or request the landlady to call a taxi. They may not use telephone cards at home.

And finally, families are reminded of the importance of being open, understanding and friendly with students.



## **FAQ's**

**Are host families paid, and have a contract with them about what they provide?**

Yes and sample contracts are available.

**What child protection checks or criteria do you make on the adults, including anyone age 18 or over living in the home?**

All families have DBS certification that proves that no family members has a police record. All families are visited prior to them receiving guests. There are only additional visits in the case of a complaint. We also have a rigorous feedback system in which any complaints or suggestions for improvement are noted.

**What is the current situation with COVID?**

Face coverings are only required in health centres and we therefore are currently only collaborating with families who are comfortable not to wear a mask. On greeting, families may or may not choose to exchange the habitual two kisses on the cheek.

If a student were to catch COVID they would be required to have their meals in their room and only participate in activities outdoors.



**Do you guarantee that all students have private bedroom facilities and access to bathroom facilities where they can lock the door?**

Students have private or shared bedrooms usually with someone else from their own group. Bathroom facilities are shared with other students or family members and have locks.

**Do bedrooms have locks on the doors?**

They do not and this is for primarily for safety reasons. Landladies must be able to access student rooms quickly, ALWAYS WITH PRIOR KNOCKING, to be able to check if there is an unusual noise and assist if necessary.

**Is there a good mobile phone signal at every host family that we would be using?**

Yes, there is good mobile coverage all over Salamanca.

**Can students choose to live alone?**

Yes, but there is a small surcharge and we prefer them to live with another person so they can walk home together at night. We can



also accommodate triples and quadruples.

### **When do we get contact details of all the host families and can our students or their parents contact the families?**

These are provided at the latest 2 week prior to the trip, or earlier if they are needed for an info evening for a certain date. While children can contact the host families, parents are not encouraged to do so.

### **How are dietary concerns handled?**

Host families are informed of all dietary and other concerns. Veggie and vegan food can be provided. Gluten and lactose intolerant students will need to buy specialist food in indicated shops.

### **Who else will be living at the family?**

The majority of our families are older couples or ladies as we have found nonrecipocral arrangements with Spanish teenagers don't work so well. Often families have more than one room for homestay guests so there will be other youngsters living at the same home but we do guarantee that these will be of the same sex and also minors.



### **Can students have friends over to their family?**

We regret that this is not possible for a number of reasons, not least because the idea is that the students talk to the family rather than each other.

### **What happens if a student is not comfortable at the family?**

First we try to resolve the problem but if it not fixable we change the students to another one.

### **Can a student be removed from his or her family?**

Yes, if the student behaves in a disrespectful way they can be removed from the family and sent to live with the teachers at the residence (if there is space) or to a hotel at their own expense until he or she is sent home.

### **Is anything against the rules?**

Curfew breaking, drinking, smoking , taking drugs, getting piercings or tattoos. The consumption of energy drinks is also strongly discouraged. Students are required to have their mobile phones on and hearable at all times.





## **How do you ensure curfew?**

Families retrieve keys at dinner time so students are obliged to ring the doorbell and be checked in. This happens at lunch if they have a dinner activity. They are given 30 minutes grace after which time the family rings the emergency phone number and we in turn inform the accompanying teacher.