



Friendship Force of Ottawa (FFO)
May 2017

Guidelines for Outbound Ambassador Coordinators

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Purpose

This booklet is a guide, not a set of rules that must be followed at all cost. It is designed to supplement the Friendship Force International (FFI) *Ambassador and Host Coordinator Manual*; this document can be found on the FFI website at www.friendshipforce.org under the Member Resources tab; along with all FFI forms and logos.

The FFO Host and Ambassador Coordinators Toolbox contains all information and forms that you will need, including the Journey Coordinators and Journey Treasurers Guidelines, at www.friendshipforceottawa.ca. The Toolbox is located next to Journey Resources.

Note:

Certain FFO policies and practices differ from those outlined in the FFI Manual. Please see Appendix 1.

Mandate

The Ambassador Coordinator (AC) has overall responsibility for the management of an outbound journey, within the boundaries set out by Friendship Force International and Friendship Force of Ottawa.

The AC reports to the FFO VP Journeys and the FFI Regional Coordinator and the AC has sole responsibility for communicating with them.

Prior to the Journey

Ambassador Coordinator

The AC has responsibility for communications with the Host Coordinator.

The FFI Regional Coordinator can assist with communication when difficulties arise.

- Confirm the journey date with the HC.
The ACs may change the journey date by a maximum of one week to accommodate the host and ambassador clubs. Greater changes must be approved by the Board of Directors via the VP Journeys and the FFI Regional Coordinator.
- Confirm the maximum number of ambassadors to be accepted on the journey with the host AC.
Respect the capacity of the host club in terms of the number of ambassadors they are prepared to receive. Do not exert pressure for them to accept a larger group.
- Obtain information from the Host AC regarding the demands of the hosting activity program using the FFI Health and Mobility Checklist.
The host AC is responsible for completing this form and forwarding it to you as soon as the Matching information is received from FFI each year.
- Ensure that all applicants complete and submit to you the FFI Ambassador Application and Agreement Form and the FFO Ambassador Capacity Checklist. (*see AC Tools on FFO website*).
- Ensure the applicants are physically able to participate in the journey by reviewing information on the Ambassador Application and Agreement Form and the FFO Ambassador Capacity Checklist. *All ambassadors must complete the FFO Ambassador Capacity Checklist. The AC has the authority to reject an unfit applicant. Any concerns should be raised with the VP Journeys, who may then raise it with the Board of Directors, if appropriate.*
- Once ambassadors have been confirmed to participate in the journey, canvass ambassadors to fill the following positions:
 - Deputy AC
 - Cultural Lead
 - Communications Lead
 - Arrivals and Departures Lead
 - Treasurer*Include newer and less active members whenever possible.*
- Manage the committee activities to ensure smooth planning.

- Ensure applicants will be good ambassadors for Friendship Force.
A power point presentation on being a good ambassador is in the AC Toolbox
- If the journey is undersubscribed 100 days prior to start date, work with VP Journeys to post the journey on the Canadian FF Undersubscribed Journeys Website www.canffex.ca and the FFI catalogue www.friendshipforce.org to recruit more ambassadors. See the Ambassador Screening Process for Journeys in the AC toolbox.
- Research requirements for entry into the host country and any regulations that may apply to ambassadors (i.e. visa requirements, customs, monetary, etc.)
- Review ambassador travel, medical insurance and health arrangements.
All ambassadors are required to secure adequate travel and medical insurance to cover travel, medical emergencies during any journey. This is mandatory. The ambassador shall provide the Insurance Company name, policy number and telephone contact to the AC for use in case of emergency.
- Verify that all the emergency information for each ambassador is included on the Ambassador Application Form.
It is the responsibility of each ambassador to satisfy themselves that they have obtained the necessary immunization and taken adequate other medical protection for travel to the destination.
- Complete the *Ambassador Matching Form* and send to the host AC as soon as possible or at least by 60 days before the journey departs.
All forms can be found on the FFI website under the Member Resources tab.
www.friendshipforce.org/MemberResources/Documents/JourneyDocuments
- Encourage the ambassadors to contact their hosts to introduce themselves, possibly sending a photograph.
- Discuss with host AC a suitable gift for their club, or if they would prefer a charitable donation.
- Provide details of arrival and departure logistics to the host AC.
- Arrange for the use of a cell phone in the host country.
A legitimate journey expense is cell phone coverage for the length of the journey. This can be arranged through the cell phone provider and the cost covered by the registration fees of the ambassadors. The AC or someone who has been designated can use the phone in cases of emergencies or for contacting hosts, etc.
- Recommend to ambassadors to register with the Government of Canada travel website www.travel.gc.ca.
This gives essential country travel advice and emergency information while travelling.
- Keep ambassadors informed on the journey planning progress via email and meetings.
- If a venue is required for an journey planning meeting, and proof of liability insurance is needed by the venue, FFI carries liability insurance covering all chartered clubs in the USA and Canada for special and journey-related events.
 - To obtain proof of coverage, complete a Request for Certificate of Liability Insurance Form (see Appendix 5) and submit to FFI. Proof of liability coverage for the specific event venue will be returned to you.
- Keep the VP Journeys informed on the progress of the journey planning.

Deputy AC:

- Assist the AC and assume AC responsibilities in the event the AC becomes incapable of continuing as AC.
- Assist the AC with the ambassador screening process.

Cultural Lead

- Plan and deliver a cultural session.
- Emphasize the goals and objectives of Friendship Force.
- Have a discussion on ambassador conduct.
- Provide suggestions for gifts.
- Discuss the dress code requirement for the country.
- Plan and rehearse songs, skits, presentations, etc. for arrival and/or farewell parties.

Communications Lead

- Ensure that timely articles are published in the FFO Capital Connection newsletter.
- Prepare an journey booklet (Refer to Appendix 2 for FFO Guidelines on booklet compilation.)
- Arrange for correct translation into another language as required.
- Ensure that ambassadors have a copy to give to their host.

Arrivals and Departures Lead

- Select a qualified travel agent early.
It is not necessary for all ambassadors to use the same travel agent. Ticket purchase arrangements are entirely between the travel agent and the individual ambassadors.
- Ensure that all ambassadors arrive at a predetermined meeting point at the beginning of the journey, stay with the group until the end of the journey and depart on the last day.
- In the case of a double journey, research transportation between the journeys and advise ambassadors regarding options.
The host AC could be asked to advise on travel plans to the next journey.
Add-on trips between both journeys and post-journey travel is the responsibility of the ambassadors.

Ambassador Treasurer

The journey treasurer's responsibilities are described in detail in the ET Guidelines.

All forms required by the Treasurer may be found on the FFI website:

www.friendshipforce.org under the Member Resources tab and on the FFO website:

www.friendshipforceottawa.ca under Members Resources/ACs Toolbox,

The ET has the responsibility to:

- Manage all finances associated with the journey.
- Set up a "satellite" bank account with the AC at a BMO branch of their choice.
- Make all deposits to the account promptly upon the receipt of cheques and prepare and sign all cheques for the journey.
- Ensure that all charges to the journey are supported by invoice or receipt and are paid only by cheque.
- Arrange transfer of funds to host country. See Appendix 3.
- Arrange refunds to ambassadors where appropriate. See Appendix 4.
- Ensure that the journey breaks even financially.

During the Journey

Ambassador Coordinator

- Carry the following items with you on the journey:
 - Copies of the hosting information spreadsheets, travel and medical insurance information and emergency contact information for all ambassadors.

- Itineraries (including airline ticket file locators) of those not traveling with the group.
- Name, address and phone numbers of the Canadian Consulate, Embassy or High Commission in the destination.
- Maintain regular contact with your ambassadors and the host AC to provide ambassadors a way to comment on any unsatisfactory situation in which they may find themselves.
Advise ambassadors to inform you (not the host AC or another ambassador) discreetly of any hosting problems that may arise during the journey. It is the joint responsibility of the AC and the host AC to resolve any such problems.
- Be prepared to assist with any of the following problems: accident, illness, death, the need to move an ambassador to another home and/or an emergency in the ambassador's family.
- Keep track during the journey, to ensure that all ambassadors are in attendance at planned functions, on the bus, etc.

Arrivals and Departures Lead

- Assist AC in keeping track during the journey to ensure that all ambassadors are in attendance at planned functions, on the bus, etc.

Communications Lead

- If desired by the group, arrange for each ambassador to contribute to the keepsake record of the journey (e.g. keeping a diary of events on one day, special memories, photos etc.) so that these can be compiled after the event and made into a souvenir journal.

Ambassador Treasurer

- Carry some funds from your journey budget with you for the unexpected:
Tips for bus drivers and porters when luggage is handled as a group.

After the Journey

Ambassador Coordinator

- Hold a post-journey meeting within a few weeks to share stories and photographs.
This occasion will provide a good opportunity to record the good and the not so good aspects of the journey for inclusion in the Ambassador Coordinator's Final Report.
- Have the ambassadors fill out the FFI Journey Evaluation Form and prepare a summary.
- Prepare the Ambassador Coordinator's Final Report
- Present it, and the Ambassador Treasurer's Final Report, to the FFO President and the VP Journeys.
- Complete the FFI Ambassador Coordinators Report. and send a copy to the Regional Coordinator at FFI.
It is important to provide an honest evaluation of the journey. FFI will contact clubs that are experiencing difficulties and provide help.
- Prepare a presentation on the journey for the next FFO General Meeting.
See Oral Reporting Guidelines in AC Toolbox.

Communications Lead

- Collect memories of journey events from each ambassador and compile into a souvenir journal.

Ambassador Treasurer

- Close the "satellite" bank account when all cheques have been cleared.
- Prepare the journey financial report promptly. Provide a copy to the AC for inclusion in the Ambassador Coordinator's final report.

- Submit the journey financial report to the Club Treasurer.

Appendices

1 FFO Policies and Practices

Certain FFO policies and practices differ from those outlined in the FFI Manual

- **FFO Journey Registration Fee:** the local journey administration fee of \$35 per ambassador per journey is required at the time of registration to be used to cover such things as telephone, printing, postage, and other administrative costs related to organizing the journey.
- **Ambassador Coordinator's Earned Seat:** Ambassador Coordinators devote a great deal of time and effort to planning, conducting and providing leadership throughout the journey including any unforeseen emergencies. Because of this substantial responsibility, the FFI Fee of \$140 USD *may* be discounted from 50-100% depending on the number of fully paid ambassadors. It is FFI's decision as to whether or not they apply the 50-100% discount to the FFI Fee. In the case of Co-ACs or a couple sharing AC responsibilities, the reduced fee remains at the maximum of \$140 USD. The FFO does not authorize an AC to include any other cost of their travel in the reduced journey fee. You must consult with FFI prior to awarding the AC any fee waiver.
- **Promotion and Recruitment:** While the FFI Manual promotes outside recruitment of ambassadors (other than through the FF) and promotion of journeys through newspapers, etc. this is not the practice within our FFO club at this time. As an Ambassador Coordinator, should you believe that this approach may be necessary for the journey you are leading, you must discuss this with the VP Journeys before proceeding.

2 Journey Booklet

Standardization of Journey Booklets for **Outbound** Journeys Minimum Requirements

NOTE: An Journey Booklet template may be found on the FFO Website under the AC Toolbox

1. Front Cover (multi-colour) includes:

- FF Ottawa logo and Title of Journey(e.g. The Friendship Force of Ottawa Journey to ...)
- Date of Journey
- A Photo of Ottawa that highlights Ottawa as Canada's capital (e.g. Peace Tower).

2. Greeting to Host Club (inside front cover):

- From Ambassador Coordinator
- Written in English and in the language of Hosts
- Check profile of host club on website; look for contrasts/similarities between host club/city and FF Ottawa/Ottawa. Mention these in greeting.
- Include photos of Ottawa and Region if space permits.

3. Include photos and bios of Ottawa Ambassadors. Include mailing and email addresses and telephone (including cell phone) numbers.

4. In addition to these essential items, Ambassador Coordinator may wish to include:

- Brief histories of Ottawa and Friendship Force Ottawa; or
- Interesting facts about Ottawa and/or Friendship Force of Ottawa.

5. Back Cover

- Include one of the items listed above and/or additional photos of Ottawa and Region.
- Place the URL address of FF Ottawa website at bottom of page.

6. Other Considerations

The VP Journeys is responsible for maintaining quality control of journey booklets in accordance with the guidelines/minimum standards set by the Board.

The AC is responsible for ensuring that the journey booklet is produced to the standard set by the Board and communicated by the VP Journeys.

The Journey booklet can be produced in either 8.5 x 11 format or 8.5 x 5.5 format (folded version).

Production costs are included in Journey costs borne by FFO Ambassadors.

Ambassadors take hard copies of the multi-coloured booklet to their hosts.

Email copies to Ambassadors who may wish to print booklet in colour or grey scale.

Give a copy to FFO Archivist.

3 Guide to Transfer of Funds to Foreign Countries

For outgoing journeys the Hosting fee of an amount equivalent to \$100 USD (or whatever fee the host club requests to cover activities in the agreed-upon itinerary) must normally be transferred to a foreign country in the host country's currency. There are four basic options listed in order of desirability. The choice depends on the arrangements made with the host AC, the safety of postage in the host country and speed of transfer required.

- Money order or Bank draft: these are basically a cashier's check in foreign currency – bank will request the receiver's name and address. There are usually costs involved for this type of transaction. These forms are mailed by you, the sender – therefore time can be a factor. This is usually the cheapest method but may not be available or safe to some countries.
- Wire transfers – either a bank or Western Union or similar agency will permit you to send money in this fashion. The receiver needs to have a bank account in the foreign country – therefore you require the person's name – his/her account number – bank's name and exact location of the bank. Banks will charge for this service as well as for the conversion of your funds into the appropriate currency. Western Union has a fee for this service plus they will only send the transfer to one of their agents – not every country appears listed or for that matter not every town or city would have an agent. Bank of Montreal also charges for this service
- Cash-(normally only for latecomers who join an journey after the main funds have been transferred)-the AC collects the money from all (remaining) ambassadors before departure and either carries the cash or deposits it in a personal account and withdraws it from an ATM in the host country. This is only acceptable if the host AC agrees and carries risk with it. It may be the only practical way for certain countries.
- PayPal. See PayPal website for instructions.
- NOTE
 - Fees charged for these services should be paid for out of our local outgoing fees for the journey.
 - Ambassadors should deposit with the outgoing treasurer a cheque for the Canadian equivalent of \$100 USD Host Club Fee (at the then current seller's rate) in Canadian funds. Any surplus or deficit between the amount paid and the cost of \$100 USD on the day the foreign currency is bought should be added or subtracted to the local outgoing fees account.
 - Where the AC's agree to have an optional extra fee (contribution) charge for special events or travel during the journey this should be added to the amount transferred. The \$100 USD Host Club fee may not always be sufficient to cover the host program costs. If that is the case, the host club may add to the basic fee. However, any charges over \$100 should be explained to the ambassador AC by the host AC early during the planning stage. The full policy statement on host club program fees can be found on pg. 4-5 of the 2012 Club and JourneyPolicies.
 - When amounts are transferred to foreign countries for pre or post journey travel, all costs associated to this should be charged only to the ambassadors taking part in that segment of travel.

4 Refund Policies

A) Refunds for Undersubscribed Journeys. An “Undersubscribed Journey” is one in which the available spaces in an journey (as determined by the host club) remain under filled (i.e. spaces are still available) by the closing date of the club’s journey registration. This date is determined by the VP Journeys and Club President. Club members are informed well in advance.

1. The FFO Club journey registration fee is refundable *before the 1st day of the 6th month prior to the journey month* for any applicant wishing to withdraw.
2. After the 1st day of the 6th month prior to the journey month, the registration fee is only refundable subject to the criteria set out in Section 6 of the Outbound Ambassador Selection Guidelines, less any prorated expenses incurred prior to withdrawal.
3. The **FFI journey fee** (payable 60 days prior to the journey) will be refundable only as per the policies set out by FFI in Atlanta.
4. The **Host Club fee** (due 60 days prior to the journey) is non-refundable once it has been transferred to the host club, unless another participant joins the journey as a replacement or the host club agrees to refund the fee.
- 5 Refunds requested for any other reasons must be approved by the Board of Directors.

B) Refunds for Oversubscribed Journeys. An “Oversubscribed journey” is one in which all available spaces (as determined by the host club) are filled by the closing date of the club’s journey registration and there is a waiting list.

1. Any member, on written notice to the AC, may have their name removed from the **waiting list** and their registration fee will be refunded.
2. Up until 6 months prior to the start of an oversubscribed journey, an ambassador holding an Assured Space may withdraw. In this case, a member on the waiting list will be offered the available space. If the space remains unfilled, there is no penalty.
3. Between 6 months before and the start of an oversubscribed journey, if at least one of the criteria in Section 6 (Outbound Ambassador Selection Guidelines) has been met, all fees and deposits shall be returned.
4. If an ambassador withdraws without meeting the criteria in Section 6, the AC attempts to find a replacement from the waiting list. Once a replacement pays the Oversubscribed Journey deposit, all fees and deposits shall be returned to the original registrant, regardless of the reason for withdrawal. If no applicant can be found to assume the required responsibilities, the withdrawing member shall forfeit all the fees paid including the oversubscribed journey deposit (*see note below).
5. For members who travel on the journey, their Oversubscribed Journey deposit will be applied to the fees related to the journey as agreed to by all members of the journey and any residual will be refunded to those participating in the journey by the Ambassador Treasurer after the return to Ottawa.
6. The FFI journey fee (payable 60 days prior to the journey) will be refundable only as per the policies set out by FFI in Atlanta.
7. The hosting fee (due 60 days prior to the journey) shall be non-refundable under any circumstances once it has been transferred to the host club, unless a replacement participant joins the journey or the host club agrees to refund the fee.

***Oversubscribed journey deposits** held back by the club from withdrawing applicants will be identified as a line item in the budget and will be used by the club for purposes which the Board of Directors decides upon, and reports thereon to the membership at the end of the budgetary year.



5. Request for Certificate of Liability Insurance

Friendship Force International carries liability insurance covering all chartered clubs in the U.S. and Canada for special and journey-related events. Some Friendship Force clubs have found that local meeting facilities require proof of liability insurance before they can be rented. If you find that proof of insurance is required by the facility managers you are working with in your community, please complete this form and send it to Friendship Force International to receive the necessary documentation.

Name of club: _____

Address: _____

Telephone: _____ Fax: _____

Location of club or journey event: _____

Address: _____

Date and time of event: _____

Please return this form to FFI to the attention of Allison Lindsey: alindsey@thefriendshipforce.org

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