



Friendship Force of Ottawa (FFO)
May 2017

Guidelines for Inbound Journey 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 Journey Coordinator Manual*; this document can be found on the FFI website with all FFI forms and logos:

[www.friendshipforce.org/MembersResources/Documents/Journey Documents](http://www.friendshipforce.org/MembersResources/Documents/Journey_Documents).

The FFO Host Coordinators Guidelines, and Guidelines for Host Treasurers are in the HC Toolbox at:

www.friendshipforceottawa.ca.

The Toolbox link is located next to the Journey Resources tab on the website home page, and contains all the information and forms that you will need.

Note:

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

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. As a Host Coordinator, should you believe that this approach may be necessary for the Journey you are leading, you must first seek the approval of the VP Journeys.

Mandate

The Host Coordinator (HC) has overall responsibility for the management of an inbound Journey, within the boundaries set out by Friendship Force International and Friendship Force of Ottawa.

The HC reports to the FFO VP Journeys and the FFI Program Services Coordinator designated for the Journey and the HC has sole responsibility for communicating with them.

Prior to the Journey

Host Coordinator

The Host Coordinator (HC) has responsibility for communications with the Ambassador (Visiting) Coordinator.

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

- Confirm the Journey date with the Ambassador Coordinator.

The HCs 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 Program Coordinator.

- Confirm the number of ambassadors with the Ambassador Coordinator.
 - FFO has established that the club is prepared to accept a maximum of 25 ambassadors and a minimum number of 12 ambassadors.
 - Only the VP Journeys, in consultation with the Board of Directors, may make the decision to exceed this maximum or make an exception regarding the minimum.
- Provide the Ambassador Coordinator with the completed FFI Health and Mobility Checklist.

This will explain the physical demands of the program so that the Ambassador Coordinator can screen applicants as appropriate.
- Establish and manage the Journey committee. Appoint the following members:
 - Deputy HC
 - Hosting Lead
 - Program Activities Lead
 - Welcome and Farewell Leads
 - Communications Lead

- Cultural Lead
- Treasurer

Include newer and less active members whenever possible.

- Keep VP Journeys informed on planning progress.

Deputy Host Coordinator

- Assist the HC and assume HC responsibilities in the event the HC becomes incapable of continuing as HC.

Hosting Lead

- Recruit FFO members to be night, day and dinner hosts.
 - Encourage newer and less active members to participate.
 - Day hosts should be available for 2- 3 days.
 - Try to have night, day and dinner hosts in the same area of the city if possible to reduce driving times.

- Present list of hosts to Journey committee for approval.

- Notify hosts of their involvement

Be sure to also notify volunteers whose services are not required. They could be placed on a waiting list and may be required later.

- Match hosts with ambassadors based on interests and activity levels.

Consider language. If ambassadors do not speak English or French, they may have a third language in common with hosts, or place two ambassadors together so that they do not feel isolated.

- Inform activity leaders of any ambassador allergies.

The Welcome and Farewell coordinators need to know about food allergies. Other activity leaders need to know about allergies to pets, etc.

- Arrange hosts planning meeting for FFO members.

This takes place several weeks prior to the Journey. This allows FFO hosts to meet and coordinate times for day and evening activities.

Program Activity Lead

- Plan and develop a program of activities for the Journey.

- Discuss ideas with the Journey committee and present plan for approval.

Program activity templates are available to assist with planning (see HC Toolbox).

- Any meetings with Government or embassy letters should be signed by FFO President

- Budget activities with the treasurer and committee members.

The hosting fee is \$100 but this can be increased to cover proposed activities.

It is easier and more pleasant for ambassadors if meals are included.

This is part of Journey planning and fees should be discussed with the Ambassador Coordinator.

- Supervise the activities with help from the Day Coordinator.

Appoint committee members to be the Day Coordinator responsible for each day. They are the contact person for the day, purchase and distribute tickets if necessary and make sure all ambassadors arrive and are picked up at the end of the day.

Welcome and Farewell Leads

- Plan arrival and departures of ambassadors.

Work with the host coordinator to ensure that all ambassadors are looked after.

- Plan Welcome and Farewell Party

- Do not schedule parties for arrival or departure day.
Give ambassadors time to rest after and before travel days.
- If a venue is required for a welcome or farewell event, 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. *See page 10*
 - To obtain proof of coverage, complete the attached Request for Certificate of Liability Insurance Form and submit to FFI. Proof of liability coverage for the specific event venue will be returned to you.
- Providing alcohol
 - If alcohol is to be served at events in a public space, a license is required. See Appendix 1 for details.
- Welcome Party
 - Choose venue and plan food/refreshments
There is no set plan; breakfast, lunch, dinner, cocktail hour, etc. can be chosen, and the meal could be in a restaurant, catered, potluck, someone's home or a picnic - be creative!
Venue templates are available to assist with planning. (see HC Toolbox).
 - Discuss budget with committee and Treasurer.
It is recommended that costs be kept low to encourage FFO members to attend and not to burden hosts with expenses.
 - The Welcome Party should be open to all FFO members.
 - The FFO President should be invited to welcome ambassadors on behalf of FFO.
- Allow time for ambassador introductions.
Provide opportunities for ambassadors and hosts to socialize.
The ambassadors will be introduced, so a quiet venue would be best.
- Farewell Party
 - Choose venue and plan meal
Select a quiet venue that allows for socializing.
 - Discuss budget with committee and Treasurer
It is recommended that costs be kept low to encourage FFO members to attend and not to burden hosts with expenses.
 - Farewell Party open to all FFO members.
 - The FFO President should be invited
The president will say farewell on behalf of FFO
 - Plan for farewell speeches and entertainment
The entertainment should reflect Canadian culture.

Communications Lead

- Prepare Journey booklet. See Appendix 2
The booklet should be printed in colour for ambassadors, and black and white for the committee members. Send electronic versions to all hosts, president and VP Journeys.
Arrange for translation into ambassador's language with help of translator.
- Prepare articles for the FFO Capital Connections.
Provide members with details of the Journey and extend an invitation to events.
- Provide VP Communications with Itinerary for posting on the FFO Website Calendar of events.

Cultural Lead

- Discuss cultural differences of ambassadors
Provide information to the committee and hosts on the Ambassadors home country and cultural

differences. The embassy or someone who has travelled or lived in the country could give a talk, and a list of welcome and farewell phrases could help to make ambassadors feel welcome.

Host Treasurer

The Host Treasurer's responsibilities are described in detail in the Host & Ambassador Treasurer Guidelines.

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

www.friendshipforce.org under the Members Resources tab

and on the FFO website:

www.friendshipforceottawa.ca under Members Resources/HCs Toolbox.

The Host Treasurer has the responsibility to:

- Manage all finances associated with the Journey.
- Set up a "satellite" bank account with the HC at a BMO branch of their choice.
- Assist Ambassador Treasurer with transfer of ambassador hosting fees.
- Make all deposits to the account promptly upon the receipt of cheques and prepare and sign all cheques for the Journey expenses.
- Ensure that all charges to the Journey are supported by invoice or receipt and are paid only by cheque.
- Ensure that the Journey breaks even financially.
- Assist the HC in collecting all event fees from hosts at the hosting meeting or during the Journey.

During the Journey

Host Coordinator

- Maintain regular contact with hosts and Ambassador Coordinator.
Advise hosts to inform you discreetly of any hosting problems that may arise during the Journey. It is the joint responsibility of the FFO HC and the Ambassador Coordinator to resolve 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 hosts and ambassadors attend functions.

Deputy Host Coordinator

- Assist HC in keeping track during the Journey to ensure that all hosts and ambassadors attend functions.
- Assist the HC in managing the Journey whenever required.

Welcome Coordinator and Farewell Coordinator.

- Manage arrivals and departures of ambassadors.
- Manage welcome and farewell parties.

Host Treasurer

- Pay venues for parties.
- Reimburse committee members for expenses related to the Journey.
- Collect event fees from hosts as necessary.

After the Journey

Host 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 Host Coordinator's Final Report.
- Have the hosts fill out the FFI Journey Evaluation Form and prepare a summary.
- Prepare the Host Coordinator's Final Report
- Present it, and the Host Treasurer's Final Report, to the FFO President, the VP Journeys
- Complete the FFI HCs Report and send a copy to the FFI Program Coordinator.
It is important to provide an honest evaluation of the Journey.
- Prepare a presentation on the Journey for the next general meeting.
See oral reporting guidelines in HC Toolbox.

Host Treasurer

- Close the "satellite" bank account when all cheques have been cleared.
- Prepare the Journey financial report promptly. Provide a copy to the HC for inclusion in the Host Coordinator's final report.
- Send a copy of the Journey financial report to the Club Treasurer.

Appendices

1 Alcoholic Beverages in Public Places

- A license is required except in a private home or in an establishment that already has a license.
- Apply at the liquor store or on Internet about 4-6 weeks ahead of the event.
- A no-sale permit at \$25.00 only permits us to give away alcoholic beverages.
 - You cannot even charge a ticket price that clearly includes the price of alcoholic beverages. Thus, unless the club is buying the alcoholic beverages out of general funds it is technically not correct to use this license.
- A sale permit at \$75.00 permits sale at no profit. (Presumably they do not demand absolutely zero profit and force one to set prices at uneven dollar values).
 - With a sale permit you pay a levy of 17% on top of the liquor store price which must be recovered in setting prices.
- Buy all alcoholic beverages from the LCBO as they will take back all unopened items.
- Price all items to recover the license and calculate the average price including the 17% levy.

2 Journey Booklet

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

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

1. Front Cover (multi-colour) includes:

- FF Ottawa logo and Inbound Club logo or country flag and Title of Journey (e.g. The Friendship Force of _____ to Friendship Force Ottawa Journey)
- Date of Journey
- A Photo of Ottawa that highlights Ottawa as Canada's capital (e.g. Peace Tower).
- Include title of Journey theme (if appropriate)

2. Words of Welcome (inside front cover):

- From club president and Journey Coordinator (may be one or two separate messages)
- Written in English and in the language of Inbound Ambassadors
- Check profile of host club on website; look for contrasts/similarities between host club/city and FF Ottawa/Ottawa. Mention these in welcome.
- Include information about Journey theme (if appropriate)
- Include photos of Ottawa and Region if space permits.

3. List names, addresses, telephone (including cell phone) numbers, email addresses of:

- Ambassadors Night Hosts Day Hosts Dinner Hosts
- Above information may be printed on separate 8.5 x 11 pages

4. Program Details

- Include succinct description of each planned activity including:
 - Date, time, title of activity, duration, and meeting place
 - Explanation of how activity is related to Journey theme
 - Name and telephone (including cell phone) numbers of Day Coordinator and/or Event Leader.
- If possible, mention amount of walking involved (time or distance), or necessity to climb stairs, etc. for an activity.

5. In addition to these essential items, the Journey Director may wish to include:

- Brief histories of Ottawa and Friendship Force Ottawa
- Interesting facts about Ottawa and/or Friendship Force Ottawa.
- Other sightseeing opportunities for free time (could be printed on separate sheet of paper)

6. 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.

7. 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 HC 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 should be included in the Journey budget.
- Give a copy of the multi-coloured booklet to each Inbound Ambassador.

- Email copies to all hosts (Night, Day and Dinner) who may wish to print booklet in colour or grey scale.
- Send an electronic copy of the booklet to the FFO Club Archivist.

3 FFI Certificate of Liability Insurance Request



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

260 Peachtree Street, NW	Suite 402	Atlanta, Georgia 30303 USA	Telephone 404.522.9490	Fax 404.688.6148
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