



**General Meeting 18 June 2018**  
**Tom Brown Arena Community Centre, Ottawa**



The meeting was called to order at 7:30 p.m. with 57 members present.

**1. Approval of Agenda**

Wendy Adams

**MOTION: To approve the draft Agenda for the June 18, 2018 Friendship Force Ottawa (FFO) General Meeting (GM). Moved by Pierrette Benoit, seconded by Lynda Heffernan, carried.**

**2. Welcome/Introductions/ Guests/ Announcements**

Wendy Adams

Wendy welcomed members and guests to the meeting.

**3. VP Membership – Report**

Lynda Heffernan

Lynda reported that as of today the membership stands at 147 with the addition of Marlies Bancej who came to FFO through Gertraude Martin and has already signed up for an outgoing journey to Peru. Lynda also welcomed Stacey Cohen, a new member, and Lori Root and Allan Bartley, returning members. She also welcomed a potential new member, Jennie Hornosty, who came to FFO through Pat Cianfaglione and her daughter-in-law, Kathy. Name tags were presented to other new members: Mary Jane Kelleher, Colin Leech, Anne Smith and Myron Mech.

**4. Approval of April 20, 2018 GM Draft Minutes**

Charlotte Foster

**MOTION: To approve the draft Minutes, as presented, for the 20 April 2018 FFO GM. Moved by Maureen Sly, seconded by John DuVernet, carried.**

**5. VP Journeys**

Eugenie Prevost

**a) 2018 Journeys' Update**

**Outbound Journeys**

Eugenie reported that there are still four spaces available for the Australia Journeys scheduled for September 13 to 20 in Adelaide and September 20 to 27 in Sydney. For the Quebec City Mini-Journey on September 10 to 14, and for the Washington, D.C. Journey from October 23 to 30 there are still waiting lists.

**Inbound Journeys**

Eugenie was pleased to report that the Inbound Journey from Oita, Japan was a great success thanks to all who helped.

The one remaining Inbound Journey is on 9 to 16 October from Brasilia, Brazil with 20 ambassadors, consisting of one couple and 18 singles; therefore, many volunteers will be needed. Eugenie encouraged members to sign up at the meeting or contact Anna Rochon who is the Host Coordinator.

**b) Evaluation of Hosting Committee Carry IN/Meal Providers Pilot Project**

In January 2018, the FFO Inbound Host Committee presented their recommendations, one being the Carry IN/Meal Providers Pilot. The objectives of the Pilot were to:

- Reduce the workload and the costs for the Night Hosts
- Provide Day Hosts (their request) an opportunity to get to know the Ambassadors better and vice versa.

FFO Nights Hosts, Day Hosts and Carry IN/Meal Providers were organized for the Oita, Japan Inbound Journey and met with ambassadors for dinner on May 10<sup>th</sup> and 12<sup>th</sup>, 2018. There was an 81% response to the Evaluation Questionnaire by the Hosts and Providers, which rated the pilot very high to excellent and gave support to repeating it for other Inbound Journeys. The reasons given for support were that those members who cannot contribute on a large scale felt they could finally participate because they could handle providing part of a meal and it provided an opportunity to meet the Ambassadors and other FFO members. Night Hosts felt they did not have to struggle with conversation as there were other members who could also lead the discussions. The FF Oita ambassadors also enjoyed it and are going to try Carry IN/Meal Providers in their club. Eugenie congratulated the Host Coordinators Gail and Ulysse Nevraumont and their team for a tremendous success in this new venture.

The General Recommendation was that in future there be only one dinner not two of the Carry/IN Meal Providers per Incoming Journey.

The Night Hosts responded that regarding the physical work 50% said it was less and 50% said it was the same. They recommended help with dinner clean up would make it even easier. Enjoyment wise, it was more enjoyable and logistically 85% indicated it was easy, (very good instructions) and financial help was a non-item. Eugenie emphasized that for the continuing success of this venture it is imperative that everyone reads their email and responds.

The Day Hosts' responses indicated that those who were invited to meals, enjoyed the experience. The recommendation was that there is a need to ensure that all Day Hosts are invited. Not all Day Hosts were invited in for Coffee in the AM and it was also recommended that there is a need to ensure that more Day Hosts are invited.

The Carry/IN Meal Providers indicated it was a great opportunity to permit participation and a new way to meet ambassadors and other FFO members. It was regarded as easy work and logistics and the instructions were very good to excellent. It was recommended that ALLERGIES MUST BE RESPECTED as it is dangerous when information is not provided or not respected.

**c) Ambassador Coordinator – New Changes**

Eugenie reported that as FFO has encountered challenges in finding Ambassador Coordinators for Outbound Journeys and, following much discussion, the Board has passed the following motion:

Given the challenges in finding FFO Ambassador Coordinators for Outbound Journeys, when a volunteer(s) approved by the Board cannot be found from the members registered for the journey, the following will apply:

1. In the case where there is a 'draw' for a specific number of journey spots available AND no Board approved Ambassador Coordinator(s) have come forward from that 'drawn' group then:
  - a. Members on the waiting list will be asked to fulfill the required position(s). When a member(s) from the Waiting List is found and is approved by the Board as the Ambassador Coordinator(s) then the member(s) will take the place of a member(s) from the first 'drawn group'. This will occur by second 'draw' of all members in the first drawn group. The member(s) from the second draw will swap position with the Ambassador Coordinator from the Waiting List.
  - b. When the waiting list has been depleted or there is no waiting list, volunteers will be requested from the club. The process outlined above will be followed.

2. Failing to find a member(s) to take on the role of Journey Ambassador Coordinator will mean the cancellation of the Journey.

Eugenie encouraged members to sign up for training and volunteering as FFO needs to broaden its base of trained volunteers through both training and pairing with mentors. In response to a question raised about the role of Journey Coordinators, this information is readily available on the FFO website. John DuVernet questioned whether Journey Coordinators would also be involved in cases where there are personal add on trips to the outbound journeys. Eugenie clarified that the Journey Coordinators do not take on responsibility for such add on trips; however, it would be wise to advise the Journey Coordinator of such information in case of unforeseen events. Jeanne d'Arc Lachapelle raised a question concerning the draw process and Eugenie clarified the way this process is carried out.

**d) South Africa (Outbound) – Donna Dawson**

With the aid of photos, Donna Dawson reported on the Outbound Journey of 15 FFO ambassadors to Cape Town, South Africa. The water shortage being experienced by South Africa was very evident with two-minute showers, and the reuse of shower water for flushing toilets, house cleaning, and the watering of plants. The group toured Cape Town on an open decker bus and had a boat tour of Victoria and Albert Waterfront and a trip to view Table Mountain, which is one of UNESCO's seven Wonders of Nature. Everywhere there were spectacular views with beautiful scenery and flowers. There was a bus tour to Cape Point and Cape of Good Hope, the most southwestern point of the African continent where penguins were seen. A wine tasting tour of Fairview Wine Estates and chocolate tasting was another part of the tour. The group learned about Apartheid and visited District Six Museum. Robben Island, where Nelson Mandela was incarcerated for 14 years in a separate cell, was also seen as well as the quarry where the prisoners worked. It was interesting to learn that the more educated prisoners taught other inmates. The farewell dinner was held at Kirstenbosch Gardens. As always, the highlight of the journey was meeting new people and making new friends.

**e) 2019 Journeys Update**

**Outbound Journeys**

Eugenie outlined the status of the following 2019 Outbound Journeys:

April 2 to 9, 2019 – Oklahoma and April 9 to 16, 2019 St. Louis – no waiting lists

April 24 to May 1, 2019 – Peru – there is still space

July 2 to 9, 2019 – Ulan Ude, Russia and July 9 to 16, 2019 Mongolia – there is still space.

**Inbound Journeys**

Eugenie outlined the following 2019 Inbound Journeys and encouraged members to volunteer and drew attention to the fact that the new Host Coordinator(s) incentives would apply:

May 14 to 21, 2019 – Greater Des Moines with 15 ambassadors

September 11 to 18, 2019 – Big Canoe, North Georgia with 15 ambassadors

October 16 to 23, 2019 – Taipei, Taiwan with 12 to 20 ambassadors.

**6. Treasurer**

**Alain Dawson**

**1. Bank Balance**

Alain presented the Financial Report for the period 1 November 2017 to 31 May 2018, which reflects a balance of \$6,895. He drew attention to the upcoming expenses of Insurance, Contribution to the FFI Annual Fund, and rental of the Tom Brown Arena room for General

Meetings. He estimated that the club finances would be close to a break even point for this fiscal year.

**2. Journey Treasurer Workshop**

Alain stated that the Outbound Journey Treasurer Workshop was successfully held on 28 April with eight in attendance.

**3. Friendship Force International Affiliation Fee Increase**

As a heads up, Alain informed members that FFI has announced a \$5.00 US increase of the affiliation fee, from \$15.00 to \$20.00 US per member commencing in 2020. This will most likely result in an increase in the FFO membership fees for the fiscal year 2019-2020.

**7. Announcements**

**Wendy Adams**

**a) FFI Family Journey**

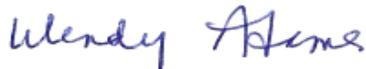
Wendy reported that the FFI Family Journey is currently taking place with four families visiting from Guadeloupe and five FFO members are kindly assisting with the daytime hosting of the parents while the children attend school.

**b) FFO Christmas Dinner**

Wendy confirmed that the FFO Christmas Dinner will take place on Tuesday, November 20, 2018 at the Mandarin Restaurant on West Hunt Club Road at 4:00 p.m. for cocktails and the buffet at 5:00 p.m. The price is \$19.99 per person for those who are seniors.

**Adjournment:** The meeting adjourned at 8:25 p.m.

**NEXT GENERAL MEETING – Budget Meeting is scheduled for Monday, 02 October 2018.**



**Wendy Adam  
FFO President**



**Charlotte Foster  
FFO Secretary**

**Supporting Documents:**

1. VP Journeys Report
2. 2017-18 Financial Report 1 Nov 2017 to 31 May 2018

## VP JOURNEYS REPORT

### 2018 Outbound Journeys

Cape Town, South Africa AC: Alain & Donna Dawson	March 7-14 COMPLETED
Pecs, Hungary AC: Anna & Paul Rochon	June 20 - 26 UNDERWAY
Adelaide Sydney AC: Joanne Curran & Joan Kinnie	Sept. 13-20 20-27 <b><u>THREE SPACES AVAILABLE!!!!!!</u></b>
Quebec City Mini Exchange AC: Jaap & Maria Schouten	Sept 10-14 WAITING LIST
Washington, D.C. AC: Dorothy Brunet & Kathy Hatherill	October 23-30 WAITING LIST

### 2018 Intbound Journeys

Oita, Japan	May 9-16	HC: Gail & Ulysse Nevraumont	COMPLETED
Brasilia, Brazil	Oct. 9-16	HC: Anna Rochon	<b><u>VOLUNTEERS NEEDED!!!!!!</u></b>

**PLEASE SIGN UP At Meeting**

### INBOUND 2019 JOURNEYS

FFO is looking for HOST Coordinators for:

May 14-21	Greater Des Moines	15 Ambassadors
Sept. 11-18	Big Canoe, N. Georgia	15 Ambassadors
Oct. 16-23	Taipai, Taiwan	12-20 Ambassadors

### OUTBOUND 2019 JOURNEYS

FFO is looking for AMBASSADOR Coordinators for:

April 2-9	Oklahoma
April 9-16	St. Louis
April 24-May 1	Trujillo, Peru
July 2-9	Ulan Ude, Russia
July 9-16	Ulaanbaatar, Mongolia
Nov. TBD	Christchurch, New Zealand
Nov. TBD	Manawatu, New Zealand

### **REMINDER:**

**To secure their place on a journey the member MUST:**

- follow detailed **email instructions** regarding writing a post dated cheque(s)
- **provide a cheque at the June 18, 2018 AGM OR**
- mail by June 19, 2018 to: FFO VP Journeys at 1599 Des Serins Lane, Orleans, On, K1C 5C4

## **NEW CHANGES!!!!**

### **PROCESS FOR JOURNEY AMBASSADOR COORDINATORS**

FFO has encountered challenges finding Ambassador Coordinators for Outbound Journeys and after much discussion passed the following motion:

**Given the challenges in finding FFO Ambassador Coordinators for Outbound Journeys, when a volunteer(s) approved by the Board cannot be found from the members registered for the journey, the following will apply:**

- 1. In the case where there is a 'draw' for a specific number of journey spots available AND no Board approved Ambassador Coordinator(s) have come forward from that 'drawn' group, then:**
  - a. Members on the waiting list will be asked to fulfill the required position(s). When a member(s) from the Waiting List is found and is approved by the Board as the Ambassador Coordinator(s) then the member(s) will take the place of a member(s) from the first 'drawn group.' This will occur by second 'draw' of all members in the first drawn group. The member(s) from the second draw will swap position with the Ambassador Coordinator from the Waiting List.**
  - b. When the waiting list has been depleted or there is no waiting list, volunteers will be requested from the club. The process outlined above will be followed.**
- 2. Failing to find a member(s) to take on the role of Journey Ambassador Coordinator will mean the cancellation of the Journey.**

For details: Eugenie Prevost, JourneysFFO@gmail.com

## **Carry IN/Meal Providers Pilot Project Evaluation Results**

In January, 2018 the 'FFO Inbound Host Committee,' presented their recommendations one being the Carry IN/Meal Providers Pilot. The objectives of the Pilot were to:

- to 'reduce' the work load and the costs for the Night Hosts
- to provide Day Hosts (their request) an opportunity to get to know the Ambassadors better and vice versa.

**FFO Night Hosts, Day Hosts and Carry In/Meal Providers** were organized for the Oita, Japan Inbound Journey and met with ambassadors for dinner on May 10 and 12, 2018. For the resulting Evaluation Questionnaire **81% of the Hosts and Providers replied below.**

**The LARGE MAJORITY of Hosts and Providers rated the pilot very high to excellent and WANTED TO DO IT AGAIN FOR OTHER INBOUND JOURNEYS!**

### **MEMBERS LOVED IT BECAUSE:**

- Those that can't contribute on a large scale 'felt they could finally participate' because they could handle providing part of a meal. (They LOVED meeting the Ambassadors and other FFO members).
- Night Hosts felt they didn't have to struggle to make 'more' conversation as there were 'other members' who could lead the discussions.
- **Ambassadors LOVED it** and are going to try 'Carry IN/Meal Providers' in FF Oita.

### **CONGRATULATIONS & THANK YOU EVERYONE!**

**GENERAL RECOMMENDATION: Only ONE DINNER not two of 'Carry IN/Meal Providers' per Incoming Journey**

### **NIGHT HOSTS SAID:**

The large majority believed that regarding:

- Physical work wise: 50% said it was Less 50% said it was the Same  
**Recommendation: Help with dinner Clean UP would make it even easier!**
- Enjoyment wise: It was MORE enjoyable
- Logistically - 85% indicate it was EASY (Very Good Instructions)  
**Recommendation: Key that Everyone READS EMAIL and RESPONDS**
- Financial Help - **Doesn't matter (SURPRISE ANSWER)**

### **DAY HOST RESPONSES INDICATED:**

Those that were invited enjoyed the experience.

**Recommendation: Need to ensure all Day Hosts are invited.**

Not all Day Hosts are being invited in for Coffee in the AM

**Recommendation: Need to ensure more Day Host are invited**

### **CARRY IN/MEAL PROVIDERS INDICATED IT WAS:**

- a GREAT opportunity to permit participation
- a NEW way to meet ambassadors and other FFO members
- EASY work and logistics
- Instructions were very good to excellent.  
**Recommendation: ALLERGIES MUST BE RESPECTED! It is dangerous when information is NOT provided OR not respected! (Read and Respond to EMAIL)**

## 2017-18 Financial Report 1 Nov 2017 - 31 May 2018

### 1. Bank Balance

The income and expenses that occurred during the period of 1 Nov 2017 to 31 May 2018, resulted in the following changes to the bank balance:

1 Nov 2017 opening balance	\$	9,890
Income amount	+	\$ 7,076
Expense amount	-	\$ 4,671
31 May 2018 closing balance	\$	12,295
Contingency fund	-	\$ 5,000
Website renewal fund*	-	\$ 400
Net available for operations	\$	6,895

\* Carried over until the work is done

The \$236 incomes since the report of 31 Mar are:

- a. 4 membership payments ..... \$160;
- b. 2 membership badges ..... \$20; and
- c. FFO pins sales ..... \$56.

The \$275 expenses since the report of 31 Mar are:

- a. Web site Domain and Hosting fees ..... \$196;
- b. 4 Membership badges ..... \$45
- c. Food and beverage for Outbound Journey Treasurer workshop ..... \$18; and
- d. Food for GM ..... \$16.

The upcoming major expenses will be the insurance, the contribution to the FFI Annual Fund and the GM room rental for approximately \$2,000. Therefore it is estimated that by the end of the year, income and expenses will be close to break even.

### 2. Journey Treasurer Workshop

The outbound JT workshop was successfully held on 28 April 2018 for 8 attendees.

### 3. Friendship Force International Affiliation Fee Increase

Friendship Force International has announced a \$5.00 USD increase of the affiliation fee, from \$15 to \$20 USD per member starting in 2020. This will most likely result in an increase of the FFO membership fee for FY 2019-2020.