



Friendship Force Ottawa

AMBASSADOR HEALTH AND MOBILITY Ambassador Coordinators PROCESS FOR **OUTBOUND** JOURNEYS May, 2012

1. The Journey (Ambassador) Coordinator shall become familiar with the "FFI Health and Mobility Checklist" and the FFO Journey Guidelines for Ambassador Coordinators, www.friendshipforceottawa.ca>Members Resources>Toolbox.
2. The Ambassador Coordinator shall contact the Host Coordinator and request a completed FFI Health and Mobility Checklist to determine the physical requirements for the Journey. Expectations for Journeys differ and the Ambassador Coordinator must take this into consideration.
3. The Ambassador Coordinator shall provide information about the physical requirements to the ambassador applicants in writing, and request they complete the FFO *Ambassador Capacity Checklist for FFO Journeys* prior to their acceptance on the Journey.
4. The Ambassador Coordinator shall contact any applicants whose health and mobility issues may put their participation at risk. The Ambassador Coordinator will then consider each applicant's ability based on the applicant's honest self-evaluation, the Ambassador Coordinator's personal observation and in consultation with the President/VP Journeys as to past travel concerns.
5. In the case of a qualified but not capable applicant the Ambassador Coordinator may contact the Host Coordinator to describe the special needs and determine if the Journey is possible for that applicant. If this Journey is not possible for the FFO member, the Ambassador Coordinator will provide the member with the option of withdrawing or discussing the issue further with the President/VP Journeys.
6. During a Journey, should a health/mobility issue occur, the Ambassador Coordinators will work together to resolve the issue; e.g. a hosting change. If the FFO ambassador has not fully disclosed his/her health and/or mobility issues that person may be requested to leave the Journey at his/her own expense. The Ambassador Coordinator shall document the incident using the "FFI Emergency Procedures and Journey Incident Report Form", found on the FFO website at www.friendshipforceottawa.ca>Members Resources>Toolbox..
7. The Ambassador Coordinator shall communicate with the Host Coordinator after the Journey to discuss any concerns about FFO ambassadors.
8. If an ambassador's health issue (physical, mental or social) had a negative impact on the Journey it must be documented and shared with the President, the VP Journeys and the ambassador shortly after the Journey.
9. If, after appropriate warning and problem solving, the issues are not resolved, the President and VP Journeys at their discretion may inform the member that he/she is no longer invited to apply for Outbound Journeys. A written report shall be filed with the President and VP Journeys.
10. All information is confidential and will be passed from President to President and VP Journeys to VP Journeys.