



Friendship Force of Ottawa (FFO)
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Guidelines for Inbound Host 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) *Journey Guidelines for Ambassador and Host Coordinators*; this document along with all FFI forms can be found on the FFI website under the Journey Documents tab, while the logos are under the Marketing & Communications Materials tab: www.thefriendshipforce.org/resources/

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

Note:

Certain FFO guidelines 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 Regional Support Manager 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 Coordinator of the visiting Club.

The FFI Regional Support Manager 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 Regional Support Manager.

- Confirm the number of ambassadors with the Ambassador Coordinator.
 - FFO has established that the club is prepared to accept a maximum of 20 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 at least 90 days ahead to the journey start date.

The journey program could offer an optional lesser physically demanding event for Ambassadors that would not be able to take part in a more physically demanding one.

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; and
- Journey Treasurer.*

**To increase transparency and to remove any perception of conflict of interest regarding journey signatories, the HC who has signing authority on a journey bank account must not be related to the JT who also has signing authority.*

Include newer and less active members whenever possible.

- Keep VP Journeys informed on planning progress.
- Ensure applicants will be good hosts for Friendship Force.
A power point presentation on being a good host is in the FFO Toolbox.

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 and physical limitations.
The Welcome and Farewell coordinators need to know about food allergies. Other activity leaders need to know about physical limitations, allergies to pets, etc.
- Arrange “All 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 FFO Toolbox).
 - Any meetings with Government or embassy letters should be signed by FFO President
- Budget activities with the treasurer and committee members.
The FFI recommended hosting fee is \$150 USD but this can be increased to cover proposed activities in coordination with the visiting Ambassador Coordinator.
It is easier and more pleasant for ambassadors if meals are included (If not a set menu, for maximum flexibility, set a suitable cost per Ambassador for each meal and provide the cash amount in an envelope to each Ambassador. This must be well identified in the activity program).
This is part of Journey planning and fees should be discussed with the Ambassador 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 an event venue requires proof of liability insurance, Friendship Force Canada carries liability insurance covering Canadian Clubs for special and Journey-related events.
 - To obtain proof of coverage, complete the Request for Certificate of Liability Insurance Form at Appendix C and submit to FFO Treasurer. 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 A 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 FFO Toolbox).
 - Discuss budget with committee and Journey 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 and announced to all FFO members (CapCon, email from FFO President, announcement at GM, etc.).
 - 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 Journey Treasurer.
It is recommended that costs be kept low to encourage FFO members to attend and not to burden hosts with expenses.
 - Farewell Party is open and announced to all FFO members (CapCon, email from FFO President, announcement at GM, etc.).
 - 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 B).
The booklet should be printed in colour for ambassadors, and an electronic version should be sent to the

committee members, all hosts, FFO President, VP Journeys and FFO Archivist.

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 to FFO President, a copy of the final version of the booklet and a separate copy of the Itinerary for advertising purposes.
- Provide to FFO Archivist, the final version of the booklet in the original format it was created.

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.

Journey Treasurer

The Journey Treasurer's responsibilities are described in detail in the FFO Guidelines for Journey Treasurers Inbound and Outbound Journeys.

All forms required by the Journey Treasurer may be found in the Toolbox on the FFO website: www.friendshipforceottawa.ca.

The Journey 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 the inbound Journey 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 to the extent possible.
- Ensure that the Journey breaks even financially.
- Collect with the assistance of the HC and Deputy HC all event fees from hosts at the hosting meeting.

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 all ambassadors and the appropriate number of hosts attend functions.

Deputy Host Coordinator

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

Program Activity Lead

- Supervise the activities with help from the Day Coordinator.

Welcome Coordinator and Farewell Coordinator.

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

Journey Treasurer

- Pay venues for parties.
- Reimburse committee members for expenses related to the Journey.
- Collect event fees from FFO members 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 report.
- Prepare the Host Coordinator's Final Report and send a copy to FFO President and VP Journeys.
- Complete the FFI HCs Report and send a copy to the FFI Regional Support Manager.
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 the FFO Toolbox.

Journey Treasurer

- Close the "satellite" bank account when all cheques have been cleared.
- Complete the Journey financial report promptly and provide a copy to the HC and each hosting committee member.
For transparency purposes, a copy of the journey treasurer's report is sent to each hosting committee member.
- Send a copy of the Journey financial report (Excel template) with the receipts and the associated bank statement to the Club Treasurer.
VP Journey and the HC must be cc on all emails regarding any issues with the financial report.

Appendices

A 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 LCBO store or on-line ([www. agco.on.ca](http://www.agco.on.ca)) 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.

B Journey Booklet

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

NOTE: A Journey Booklet template may be found on the FFO Website under the 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); and
 - The title of Journey theme (if appropriate).
2. Words of Welcome (inside front cover):

From FFO 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; and
 - 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).

- o Production costs should be included in the Journey budget.
- o Give a copy of the multi-coloured booklet to each Inbound Ambassador.
- o Email copies to all hosts (Night, Day and Dinner) who may wish to print booklet in colour or grey scale.
- o Email to the FFO Club Archivist, an electronic copy of the booklet in the original format it was created.

C. Friendship Force Canada Certificate of Liability Insurance Request



Request for Certificate of Liability Insurance

Friendship Force Canada carries liability insurance covering all chartered clubs in 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 manager you are working with in your community, please complete this form and send it to FFO Treasurer to receive the certificate of liability insurance.

Name of Club: Friendship Force of Ottawa

Club Address: 15 Bay Hill Ridge, Stittsville, ON K2S 1B9

Host Coordinator Name: _____

Telephone: _____ Email: _____

Journey Event Venue Name: _____

Journey Event Venue Address: _____

Date and time of event: _____

Please return this form to FFO Treasurer: treasurerffo@gmail.com