

INBOUND Journeys

Some 'DO's' and 'DON'T's' for Host Coordinators to consider

- DO establish contact early with Ambassador Journey Coordinator – seek assistance from the VP Journeys or FFI, if needed.
- DO discuss program activities with Ambassador Coordinator and to determine if there will be any optional outings requested at an additional cost.
- DO ensure that any Ambassador's special needs are identified to assist in matching.
- In matching ambassadors with night hosts, DO consider similarities in age, physical ability and other interests.
- If non-members are used as night hosts, DO ask that they attend a meeting and what is expected of them (refer to the FFI Ambassador and Host Journey Coordinators Manual) and ensure they have an updated schedule. Such hosts are potential members of FFO.
- Make sure the night host is able to drive at night or has an alternative driver.
- One day ahead of each day, DO send an email to all hosts (night/day/dinner) involved with the details of the next day's program and any changes. Do this for every day in the week.
- DO allow one "independent/free day" to allow each Ambassador to select from a list of attractions to visit or things to do.
- DO develop the budget and program in tandem with the Ambassador Coordinator..
- DON'T commit the club to a return Journey.
- For ambassadors arriving from overseas, or for those who have spent a lot of time traveling: DO provide sufficient time to recover from jet lag; DO NOT fill the day with activities if the "Welcome Party" is on the night of arrival.
- DO schedule at least one day of "independent" activities, at the discretion of the ambassador; and DO NOT let the night host dictate how the ambassador should spend his or her "independent/free" day.
- For ambassadors whose mother tongue is not English, DO limit guided tours to one hour and, if necessary, provide a break; DO NOT schedule back-to-back tours lasting more than one hour each on the same day; DO arrange for a guide who can address the group in their native language (e.g. Parliament Hill has a German-speaking guide, the War Museum has a Dutch-speaking guide).
- For ambassadors whose mother tongue is not English and where their ability to speak English is limited, DO consider designating one restaurant where people could meet the night ambassadors take their hosts out for dinner, so that those who wish to get together can easily do so.
- DO treat night hosts and their day hosts as ONE team: include both in photo at Welcome Party; DO arrange for day host(s) to be invited with night hosts to Friendship Dinners; and DO include ALL hosts (including day and dinner hosts) in communications (emails, pre-Exchange meeting, etc.).
- DO ensure that dinner hosts invite day hosts to Friendship Dinners, not only night hosts and ambassadors.

- When soliciting preferences from the visiting Club, DO try to make sure that these preferences are indeed reflected in the hosting program, wherever possible. DO NOT create false expectations. Advise Ambassador Coordinator well in advance of any extra costs over and above hosting fee (e.g. bus rental).
- When planning the Journey program, DO consider low-cost alternatives to holding both the Welcome Party and Farewell Party: a breakfast, picnic, cocktail, buffet, potluck, etc. all are perfectly acceptable alternatives to a sit-down meal.
- DO try to arrange more outdoor activities, and more activities that would be of greater interest to men (of course, consider the demographics of the group).
- When preparing the list of night / day / dinner hosts, DO consider where the people live to avoid long commutes; DO make sure that those members who offered to host but were not selected, are informed in a timely manner, and, whenever possible, are offered an alternative form of involvement in the Journey. DO NOT leave members who volunteered wondering what happened to their offer.
- DO try to arrange two Friendship Dinners, as this greatly relieves the night hosts when it comes to meal preparation.
- DO organize a meeting for all night/day/dinner hosts approximately 1-2 weeks prior to the Journey to go over the Program with them, share logistics information and answer all questions. If appropriate, this would also be a good time to invite someone to talk about the culture of the inbound group to facilitate early integration and enrich the Journey experience.
- When providing hosts with a list of possible Ottawa attractions and activities, DO make sure that this list is completely up-to-date (e.g. is the attraction still open to the public at this time of year? Check the Toolbox on the FFO Website for a comprehensive list of activities.).
- DON'T plan a full afternoon the day of the farewell party, especially if ambassadors are leaving the next day. Ambassadors tend to want a little time to do their packing.