

Dealing with Challenging Situations - Inbound

A Journey Coordinator does at times have to deal with challenging situations. The purpose of this document is to address some of the most common situations and provide some guidance as to how they could be resolved.

Health and Mobility

Host Selection

- Host Coordinators (HC) must ensure that only qualified hosts are selected for the Journey.
- Since hosts are often expected to participate in various Journey activities, as well as provide a variety of individual activities for the ambassadors, only those capable of performing these activities shall be selected as hosts.
 - Hosts must meet the physical requirements as outlined in the Health and Mobility Checklist. If not, the HC speaks privately with the host applicant to share the concerns and discuss the possibility of accepting a different hosting assignment,
- If the host is required to drive the ambassador during the journey it is essential that only those who are fully qualified to carry out this responsibility are accepted.
 - If the HC has concerns, the HC speaks privately with the host applicant to share the concerns and discuss the possibility of accepting a different hosting assignment

The HC becomes aware that an ambassador does not meet the requirements outlined in the Health and Mobility Checklist.

- The HC discreetly discusses with the Ambassador Coordinator (AC) to arrive at a solution; it is then the responsibility of the AC to inform the ambassador of the situation and the agreed upon solution,
 - If related to host home physical/sleeping requirements: relocate to a different host home and if not possible, then ambassador is relocated to a hotel at their own expense.
 - If related to one specific program activity: if possible, the ambassador will have to wait at a designated spot until he/she can rejoin the group at the end of the activity – if not possible, ambassador will stay at host home for the period of the activity.
 - If the HC discovers that the ambassador did not provide full and truthful information, that ambassador may be removed from the journey at his/her own expense.
 - Inform Board of Directors/Leadership Council.

Inappropriate behaviour during a journey

Ambassador refuses to participate in a specific program activity:

- HC contacts the host to determine the reason for the absence.
 - If for health reasons, inform the AC.
 - If lack of interest from ambassador, inform the AC who is responsible for notifying the ambassador that participation in all program activities is required.
 - If absence is due to influence from the host, the HC reminds the host that non-participation is not acceptable and that other interests can be pursued if designated “free time” is included in the activities program.
 - Inform the Board of Directors/Leadership Council.

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Ambassador's behaviour is not consistent with the FF Code of Conduct.

- HC discusses the situation with the AC. Reach a joint decision as to action to be taken.
- AC is responsible for informing the ambassador of the issue and necessary remedial action.
- If the severity of the situation warrants, the AC informs the ambassador that his/her participation in the journey is cancelled. He/she must make arrangements to immediately move to private accommodations and make alternate travel arrangements.
- HC is responsible for informing the home host and other hosting members.
- Inform the Board of Directors/Leadership Council.

Host's behaviour is not consistent with the FF Code of Conduct.

- HC discreetly discusses with the host and reaches an agreement as to change in behaviour.
- If non-compliant, inform the Board of Directors/Leadership Council and present recommendation that host be replaced by another member.
- If approved, inform the host of the decision and identify the replacement host.
- HC informs the AC of the situation and decision.

Health issues/accidents during the journey

- In the event an ambassador incurs a mild health issue/or injury the HC discusses with the AC to determine what action is required.
 - o If rest will address the issue, the HC will contact the night host to discuss the appropriate arrangements.
 - o If a medical visit is required, the AC will assist the ambassador in contacting their travel medical insurance company, and the HC will assist with transportation for the physician visit.
- In the event an ambassador incurs a more severe health issue/or injury, the HC discusses with the AC to determine what action is required.
 - o If emergency services are required, the HC will assist with the 911 call, and the AC will assist with contacting the ambassador's travel medical insurance company if contact with the ambassador's "emergency contact" cannot be made in a timely fashion.
 - o The AC will contact the ambassador's "emergency contact" to inform them of the situation, request assistance with contacting the travel medical insurance company, and to request the "emergency contact" make all other arrangements such as: communicating with the hospital to discuss the medical situation and make decisions as to treatment; if possible, make arrangements to come to the ambassador's location; make travel arrangements for the ambassador's return home; and, any other action that may be required.
 - o The HC provides support and/or assistance to the AC