



## Friendship Force Ottawa

### AMBASSADOR HEALTH AND MOBILITY Host Coordinators PROCESS FOR **INBOUND** Journeys May, 2012

1. The Journey (Host) Coordinator shall become familiar with "FFI Health and Mobility Checklist", and FFO Guidelines for Journey Host Coordinators Inbound Journeys, [www.friendshipforceottawa.ca](http://www.friendshipforceottawa.ca)>Members Resources>Toolbox.
2. **Concerning Incoming Ambassadors:**
  - The Host Coordinator shall complete the FFI Health and Mobility Checklist and send it to the Ambassador Coordinator, outlining the physical requirements for a typical Ottawa Journey. The Host Coordinator shall communicate the expectation that the ambassadors be fit enough to participate in the program. If an ambassador with health/mobility issues requests the Journey, the Host and Ambassador Coordinators shall collaborate in deciding whether or not an ambassador can be accommodated.
  - If a Health/Mobility issue occurs while the Journey is underway, the Host Coordinator shall communicate openly with the Ambassador Coordinator and shall try to make accommodation if at all possible. The action must be noted by the Host Coordinator on the "Post-Journey Evaluation" form ([www.friendshipforceottawa.ca](http://www.friendshipforceottawa.ca)>Members Resources>Toolbox), with a copy to the Ambassador Coordinator and VP Journeys.
3. **Concerning Hosts:**
  - The Host Coordinator shall not automatically accept hosts from the volunteer list but must confer with the VP Journeys as to any past hosting concerns.
  - If there is an issue with an FFO host (night, dinner, or day), the Host Coordinator shall discuss the problem with the VP Journeys and come to a solution; e.g. making a hosting change. The VP Journeys shall notify the President about the problem.
  - The Host Coordinator shall communicate with the VP Journeys after the Journey to discuss any hosting concerns.
  - If there is a hosting issue the Host Coordinator and VP Journeys shall meet with the hosting member involved after the Journey is over. An "FFI Emergency Procedure and Journey Incident Report Form" ([www.friendshipforceottawa.ca](http://www.friendshipforceottawa.ca)>Members Resources>Toolbox) shall be filled out and placed in the President's file.
  - 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 host for Inbound Journeys. A written report shall be filed with the President.
4. All information is confidential and will be passed from President to President and VP Journeys to VP Journeys.