



**Friendship Force of Ottawa (FFO)**  
**February 2018**

# **Guidelines for Outbound Ambassador Coordinators**

Prepared by:  
Alain Dawson  
Donna Nicholson

# Table of Contents

<b>Purpose</b>	3
<b>Mandate</b>	3
<b>Prior to the Journey</b>	3
<b>Ambassador Coordinator</b> .....	3
<b>Deputy AC:</b> .....	5
<b>Cultural Lead</b> .....	5
<b>Communications Lead</b> .....	5
<b>Arrivals and Departures Lead</b> .....	5
<b>Journey Treasurer</b> .....	5
<b>During the Journey</b>	6
<b>Ambassador Coordinator</b> .....	6
<b>Arrivals and Departures Lead</b> .....	6
<b>Communications Lead</b> .....	6
<b>Journey Treasurer</b> .....	6
<b>After the Journey</b>	6
<b>Ambassador Coordinator</b> .....	6
<b>Communications Lead</b> .....	6
<b>Journey Treasurer</b> .....	7
<b>Appendices</b>	8
<b>A FFO Policies and Practices</b> .....	8
<b>B Journey Booklet</b> .....	9
<b>C Guide to Transfer of Funds to Foreign Countries</b> .....	10
<b>D. Friendship Force Canada Certificate of Liability Insurance Request</b> .....	11

## 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 at [www.thefriendshipforce.org/resources/](http://www.thefriendshipforce.org/resources/) under the Journey Documents tab, while the logos are under the Marketing & Communications Materials tab.

The FFO Ambassador/Host Coordinators and Journey Treasurer's Toolbox contains all the information and forms that you will need, including the Ambassador Coordinators and Journey Treasurers Guidelines, at [www.friendshipforceottawa.ca](http://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 (see Appendix A).

## Mandate

The Ambassador Coordinator (AC) has overall responsibility for the management of an outbound journey, within the boundaries set out by Friendship Force International and Friendship Force of Ottawa.

The AC reports to the FFO VP Journeys and the FFI Regional Support Manager designated for the journey and the AC has sole responsibility for communicating with them.

## Prior to the Journey

### Ambassador Coordinator

The AC has responsibility for communications with the Host Coordinator of the Club being visited.

*The FFI Regional Support Manager can assist with communication when difficulties arise.*

- Confirm the journey date with the HC.

*The ACs 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 maximum number of ambassadors to be accepted on the journey with the HC.

*Respect the capacity of the host club in terms of the number of ambassadors they are prepared to receive. Do not exert pressure for them to accept a larger group.*

- Obtain information from the HC regarding the demands of the hosting activity program using the FFI Health and Mobility Checklist.

*The HC is responsible for completing this form and forwarding it to you as soon as possible.*

- Ensure that all applicants complete and submit to you the FFI Ambassador Application and Agreement Form and the FFO Ambassador Capacity Checklist. (*see AC Tools on FFO website*).

- Ensure the applicants are physically able to participate in the journey by reviewing information on the Ambassador Application and Agreement Form and the FFO Ambassador Capacity Checklist. *All ambassadors must complete the FFO Ambassador Capacity Checklist. The AC has the authority to reject an unfit applicant. Any concerns should be raised with the VP Journeys, who may then raise it with the Board of Directors, if appropriate.*

- Once ambassadors have been confirmed to participate in the journey, canvass ambassadors to fill the following positions:
  - o Deputy AC
  - o Cultural Lead
  - o Communications Lead

- Arrivals and Departures Lead

- Journey Treasurer\*

*\* To increased transparency and to remove any perception of conflict of interest regarding journey signatories, the HC who has signing authorities 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.*

- Manage the committee activities to ensure smooth planning.

- Ensure applicants will be good ambassadors for Friendship Force.

*A power point presentation on being a good ambassador is in the FFO Toolbox.*

- If the journey is undersubscribed 100 days prior to start date, work with VP Journeys to post the journey on the Canadian FF Undersubscribed Journeys Website [www.canffex.ca](http://www.canffex.ca) and the FFI catalogue [www.friendshipforce.org](http://www.friendshipforce.org) to recruit more ambassadors. See the Ambassador Screening Process for Journeys in the FFO toolbox.

- Research requirements for entry into the host country and any regulations that may apply to ambassadors (i.e. visa requirements, customs, monetary, etc.)

- Review ambassador travel, medical insurance and health arrangements.

*All ambassadors are required to secure adequate travel and medical insurance to cover travel, medical emergencies during any journey. This is mandatory. The ambassador shall provide the Insurance Company name, policy number and telephone contact to the AC for use in case of emergency.*

- Verify that all the emergency information for each ambassador is included on the Ambassador Application Form.

*It is the responsibility of each ambassador to satisfy themselves that they have obtained the necessary immunization and taken adequate other medical protection for travel to the destination.*

- Complete the *Ambassador Matching Form* and send to the host AC as soon as possible or at least by 60 days before the journey departs.

*All forms can be found on the FFI website under the Journey Documents tab : [www.thefriendshipforce.org/resources/](http://www.thefriendshipforce.org/resources/)*

- Encourage the ambassadors to contact their hosts to introduce themselves, possibly sending a photograph.

- Discuss with host AC a suitable gift for their club, or if they would prefer a charitable donation.

- Provide details of arrival and departure logistics to the host AC.

- Arrange for the use of a cell phone in the host country.

*A legitimate journey expense is cell phone coverage for the length of the journey. This can be arranged either through your cell phone provider or by buying a sim card for the country being visited. The cost is covered by the registration fees of the ambassadors. The AC or someone who has been designated can use the phone in cases of emergencies or for contacting hosts, etc.*

- Recommend to ambassadors to register with the Government of Canada travel website [www.travel.gc.ca](http://www.travel.gc.ca).

*This gives essential country travel advice and emergency information while travelling.*

- Keep ambassadors informed on the journey planning progress via email and meetings.

- If an event venue requires proof of liability insurance, the group of Canadian Clubs carries liability insurance 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.

- Keep the VP Journeys informed on the progress of the journey planning.

## **Deputy AC:**

- Assist the AC and assume AC responsibilities in the event the AC becomes incapable of continuing as AC.
- Assist the AC with the ambassador screening process.

## **Cultural Lead**

- Plan and deliver a cultural session.
- Emphasize the goals and objectives of Friendship Force.
- Have a discussion on ambassador conduct.  
*A power point presentation on being a good ambassador is in the FFO Toolbox.*
- Provide suggestions for gifts.
- Discuss the dress code requirement for the country.
- Plan and rehearse songs, skits, presentations, etc. for arrival and/or farewell parties.

## **Communications Lead**

- Ensure that timely articles are published in the FFO Capital Connection newsletter.
- Prepare a journey booklet (Refer to Appendix B for FFO Guidelines on booklet compilation).
- Arrange for correct translation into another language as required.
- Ensure that ambassadors have a copy to give to their host.

## **Arrivals and Departures Lead**

- Select a qualified travel agent early.  
*It is not necessary for all ambassadors to use the same travel agent or to use one. Ticket purchase arrangements are entirely the responsibility of the individual ambassadors.*
- Ensure that all ambassadors arrive at a predetermined meeting point at the beginning of the journey, stay with the group until the end of the journey and depart on the last day.
- In the case of a double journey, research transportation between the journeys and advise ambassadors regarding options.  
*The host AC could be asked to advise on travel plans to the next journey.*  
*Add-on trips between both journeys and pre/post-journey travel is the responsibility of the ambassadors.*

## **Journey Treasurer**

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

All forms required by the Journey Treasurer may be found in the Toolbox on the FFO website: [www.friendshipforceottawa.ca](http://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 AC at a BMO branch of their choice.
- 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.
- Arrange transfer of funds to host country (see Appendix C).
- Arrange refunds to ambassadors where appropriate (see Appendix D).
- Ensure that the journey breaks even financially.

## During the Journey

### Ambassador Coordinator

- Carry the following items with you on the journey:
  - Copies of the hosting information spreadsheets, travel and medical insurance information and emergency contact information for all ambassadors.
  - Itineraries (including airline ticket file locators) of those not traveling with the group.
  - Name, address and phone numbers of the Canadian Consulate, Embassy or High Commission in the destination.
- Maintain regular contact with your ambassadors and the host AC to provide ambassadors a way to comment on any unsatisfactory situation in which they may find themselves.

*Advise ambassadors to inform you (not the HC or another ambassador) discreetly of any hosting problems that may arise during the journey. It is the joint responsibility of the AC and HC to resolve any such 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 are in attendance at planned functions, on the bus, etc.

### Arrivals and Departures Lead

- Assist AC in keeping track during the journey to ensure that all ambassadors are in attendance at planned functions, on the bus, etc.

### Communications Lead

- If desired by the group, arrange for each ambassador to contribute to the keepsake record of the journey (e.g. keeping a diary of events on one day, special memories, photos etc.) so that these can be compiled after the event and made into a souvenir journal.

### Journey Treasurer

- Carry some funds from your journey budget with you for the unexpected:  
*Tips for bus drivers and porters when luggage is handled as a group.*

## After the Journey

### Ambassador 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 Ambassador Coordinator's Final Report.*
- Have the ambassadors fill out the FFI Journey Evaluation Form and prepare a summary.
- Prepare the Host Coordinator's Final Report and send a copy to FFO President and VP Journeys.
- Complete the FFI Ambassador Coordinators Report and send a copy to the FFI Regional Support Manager.  
*It is important to provide an honest evaluation of the journey. FFI will contact clubs that are experiencing difficulties and provide help.*
- Prepare a presentation on the journey for the next FFO General Meeting.  
*See Oral Reporting Guidelines in the FFO Toolbox.*

### Communications Lead

- Collect memories of journey events from each ambassador and compile into a souvenir journal.

## **Journey Treasurer**

- Close the “satellite” bank account when all cheques have been cleared.
- Prepare the journey financial report promptly. Provide a copy to the AC for inclusion in the Ambassador Coordinator’s final report.
- Submit the journey financial report (Excel template) including the receipts and the associated bank statement to the Club Treasurer.

## Appendices

### A FFO guidelines and Practices

Certain FFO guidelines and practices differ from those outlined in the FFI Manual

- **FFO Journey Registration Fee:** the local journey administration fee of \$35 per ambassador per journey is required at the time of registration to be used to cover such things as telephone, printing, postage, and other administrative costs related to organizing the journey.
- **Ambassador Coordinator's Earned Seat:** Ambassador Coordinators devote a great deal of time and effort to planning, conducting and providing leadership throughout the journey including any unforeseen emergencies. Because of this substantial responsibility, the FFI Fee of \$140 USD *may* be discounted from 50-100% depending on the number of fully paid ambassadors. It is FFI's decision as to whether or not they apply the 50-100% discount to the FFI Fee. In the case of Co-ACs or a couple sharing AC responsibilities, the reduced fee remains at the maximum of \$140 USD. The FFO does not authorize an AC to include any other cost of their travel in the reduced journey fee. You must consult with the FFI Regional Support Manager prior to awarding the AC any fee waiver.
- **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 at this time. As an Ambassador Coordinator, should you believe that this approach may be necessary for the journey you are leading, you must discuss this with the VP Journeys before proceeding.



## **B Journey Booklet**

### Standardization of Journey Booklets for **Outbound** Journeys Minimum Requirements

NOTE: A Journey Booklet template may be found on the FFO Website under the AC Toolbox

1. Front Cover (multi-colour) includes:

FF Ottawa logo and Title of Journey (e.g. The Friendship Force of Ottawa Journey to ...)

- Date of Journey
- A Photo of Ottawa that highlights Ottawa as Canada's capital (e.g. Peace Tower).

2. Greeting to Host Club (inside front cover):

- From Ambassador Coordinator
- Written in English and in the language of Hosts
- Check profile of host club on website; look for contrasts/similarities between host club/city and FF Ottawa/Ottawa. Mention these in greeting.
- Include photos of Ottawa and Region if space permits.

3. Include photos and bios of Ottawa Ambassadors. Include mailing and email addresses and telephone (including cell phone) numbers.

4. In addition to these essential items, Ambassador Coordinator may wish to include:

- Brief histories of Ottawa and Friendship Force Ottawa; or
- Interesting facts about Ottawa and/or Friendship Force of Ottawa.

5. 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.

6. 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 AC 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).

Production costs are included in Journey costs borne by FFO Ambassadors.

Ambassadors take hard copies of the multi-coloured booklet to their hosts.

Email copies to Ambassadors who may wish to print booklet in colour or grey scale.

Email to the FFO Club Archivist, an electronic copy of the booklet in the original format it was created.

## C Guide to Transfer of Funds to Foreign Countries

For outgoing journeys the Hosting fee of an amount equivalent to \$100 USD (or whatever fee the host club requests to cover activities in the agreed-upon itinerary) must normally be transferred to a foreign country in the host country's currency. There are four basic options listed in order of desirability. The choice depends on the arrangements made with the host AC, the safety of postage in the host country and speed of transfer required.

- Money order or Bank draft: these are basically a cashier's check in foreign currency – bank will request the receiver's name and address. There are usually costs involved for this type of transaction. These forms are mailed by you, the sender – therefore time can be a factor. This is usually the cheapest method but may not be available or safe to some countries.
- Wire transfers – either a bank or Western Union or similar agency will permit you to send money in this fashion. The receiver needs to have a bank account in the foreign country – therefore you require the person's name – his/her account number – bank's name and exact location of the bank. Banks will charge for this service as well as for the conversion of your funds into the appropriate currency. Western Union has a fee for this service plus they will only send the transfer to one of their agents – not every country appears listed or for that matter not every town or city would have an agent. Bank of Montreal also charges for this service
- Cash-(normally only for latecomers who join an journey after the main funds have been transferred)-the AC collects the money from all (remaining) ambassadors before departure and either carries the cash or deposits it in a personal account and withdraws it from an ATM in the host country. This is only acceptable if the host AC agrees and carries risk with it. It may be the only practical way for certain countries.
- PayPal. See PayPal website for instructions.
- NOTE
  - Fees charged for these services should be paid for out of our local outgoing fees for the journey.
  - Ambassadors should deposit with the outgoing treasurer a cheque for the Canadian equivalent of \$150 USD Host Club Fee (at the then current seller's rate) in Canadian funds. Any surplus or deficit between the amount paid and the cost of \$150 USD on the day the foreign currency is bought should be added or subtracted to the local outgoing fees account.
  - Where the AC's agree to have an optional extra fee (contribution) charge for special events or travel during the journey this should be added to the amount transferred. The \$150 USD Host Club fee may not always be sufficient to cover the host program costs. If that is the case, the host club may add to the basic fee. However, any charges over \$150 should be explained to the ambassador AC by the host AC early during the planning stage. The full policy statement on host club program fees can be found in article III.e of the FFI Policies-and-Guidelines-for-Clubs-and-Programs-June-2017-Update at: <https://www.thefriendshipforce.org/resources/> under the tab: Policies & Club Documents.
  - When amounts are transferred to foreign countries for pre or post journey travel, all costs associated to this should be charged only to the ambassadors taking part in that segment of travel.

**D. 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](mailto:treasurerffo@gmail.com)