

Dealing with Challenging Situations - Outbound

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

Ambassador Selection

- The HC is responsible for ensuring the completed Health and Mobility Checklist accurately reflects the hosting conditions and physical requirements of the journey. It is also the HC's responsibility to provide a copy of the Checklist to the AC and ensure a clear understanding of the requirements in order that only ambassador candidates who meet the requirements are accepted for the journey.
- If an AC discovers that an ambassador did not provide full and truthful information, that person may be removed from the Journey at his/her own expense.
- Because journeys have differing physical requirements, the AC shall not automatically accept club members for a Journey. Only applicants who are able to demonstrate to the AC their ability to fulfill the physical requirements of the journey shall be accepted. If the AC has concerns regarding an applicant's ability to fulfill the physical requirements of a journey, he or she may ask the applicant to provide references pertaining to the applicant's physical abilities.
- Applicants with special requirements can be accepted only if the HC agrees in advance that the host club can meet those special requirements. This is to protect the safety and comfort of the ambassador as well as the host club.

The AC is of the opinion that a member applicant does not meet the requirements as specified on the Health and Mobility Checklist.

- The AC informs the Board of Directors/Leadership Council of the situation and decision.
- The AC speaks privately with the member applicant to share the concerns and decision not to accept him/her as an ambassador.
- If the AC discovers that the ambassador did not provide full and truthful information, that ambassador may be removed from the journey at his/her own expense.

Inappropriate behaviour during a journey

Ambassador refuses to participate in a specific program activity:

- AC contacts the ambassador to determine the reason for the absence.
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 - o If for health reasons, inform the HC.
 - o If lack of interest from ambassador, the AC informs the ambassador that participation in all program activities is required and that other interests can be pursued if designated "free time" is included in the activities program. Inform HC of action taken.
 - o If absence is due to influence from the host, discuss with the HC to arrive at an acceptable solution.
 - o AC informs their club's Board of Directors/Leadership Council upon return from the journey.

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

- AC discreetly discusses with the HC.
- AC discreetly discusses with the ambassador and reaches an agreement as to change in behaviour.
- If non-compliant, and if severity of the situation warrants, 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.
- AC informs the HC.
- AC informs the club's Board of Directors/Leadership Council via email and follow-up upon return from journey.

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

- AC discreetly discusses with the HC who will be responsible for addressing the situation with the host.
- HC consults with the AC regarding action to be taken.
- AC informs Board of Directors/Leadership Council upon return from journey.

Health issues/accidents during the journey

- In the event an ambassador incurs a mild health issue/or injury the AC discusses with the HC 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 AC discusses with the HC 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