



AMBASSADOR
PROGRAMS,
INC. PEOPLE
TO PEOPLE

ON SITE GUIDE FOR LEADERSHIP AMBASSADOR PROGRAMS

How-To for Site Staff | Leadership Programs Team

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Leadership Programs Introduction

Congratulations on your assignment as a People to People Leadership Program on-site staff member! Your commitment to the program is greatly appreciated. We are excited to have you involved in this exciting and educational program for students from around the country and the world. The following information is provided to give you a quick reference guide for on-site operational procedures. This document, when used in conjunction with the **Leader Travel Handbook**, will provide you with all the information you need to ensure a successful, safe and educational experience for delegates and staff alike. Keep this document handy; it is full of valuable information you will need to be familiar with.

Leadership Program DNA

Exceptional students, often nominated by educators in their communities, will travel to various university campuses or hotels in prominent historical cities to explore principles of leadership and career-focused content while taking part in workshops, joining in discussions, completing written assignments, and participating in service-learning projects. Because there are several different types of programs, the specific educational content may vary from program to program.

Students will return home with an enlightened view of themselves and an advanced perspective on their nation and the world. They will be better prepared to pursue their educational goals and fulfill their leadership potential.

There are three specific components inherent to every program offered by People to People Leadership Programs. These components include:

- 1) **Program Guides** – Contains educational content and activities, which varies, depending on the program. Students earn academic classroom hours through their participation.
 - Each student will receive a Program Guide at registration. Students will work in this guide on a daily basis, and Teacher Leaders will guide them through the lessons and activities in leadership meetings. Teacher Leaders should be monitoring student progress, so they are able to effectively complete an Academic Evaluation for each of their students. The Academic Primary Leader and/or Primary Leader will work with each Teacher Leader to assist students in the successful completion of their Program Guide.
- 2) **Pre-Travel Assignments** – Contains educational exercises in preparation for the on-program curriculum.
 - The assignments are posted on the online resource center (Onboard) and a copy can be found in the program guide.
PLEASE NOTE: It is important for Teacher Leaders to review and acknowledge the students' work as they often spend a great deal of time completing them. Teacher Leaders should collect these assignments during the first group meeting and review them before returning them to the student. Occasionally, students will arrive without completed assignments. Once the program begins the student's time is extremely structured and there may not be time to complete them. Teacher Leaders and staff

should not focus on the missing assignments but assure the student if there is time to complete the assignments they will let them know.

- 3) **Service Learning Project** - students will participate in this activity while on the program and earn service learning hours.
- For every Leadership Program, a service project is designed to provide the opportunity for each student to make a contribution to the community. In the past service projects have included letters to soldiers, disaster relief projects, student-organized blood drives, restoration and rehabilitation projects, work in food banks and more.

Staff Expectations

All staff members are expected to conduct themselves as leaders and role models. They should consider themselves part of a high-performing team. All communications should be geared toward a positive and respectful exchange between staff, leaders, delegates, parents and vendors.

All staff members should be prepared to-

- Commit to full participation (including overnight duty) for the duration outlined in their agreement
- Report for duty in time to attend the mandatory training sessions
- Support the mission and objectives of People to People Leadership Ambassador Programs
- Adhere to People to People Ambassador Programs' policies and procedures including, without limitation, the Ambassador Leader Travel Handbook and training materials.
- Respect and protect the confidentiality of proprietary information of People to People
- Adhere to dress code
- Consistently model positive and appropriate behavior for Teacher Leaders and students
- Cooperate fully with all staff
- Accept assignment deviations as required to ensure overall program success
- Place the safety and well-being of student leaders first throughout the program
- Ensure small group discussions between teacher leaders and student group are effectively delivering core educational content
- Provide a welcoming environment for leaders and students upon arrival
- Walk 5+ miles per day
- Be very busy/active – no free time or days off for students, leaders or staff
- Fill in the gaps as they are needed – count on the unexpected.
- Be proactive; be on the look-out for ways to make things go smoothly

As leaders and role models, staff is expected to refrain from engaging in any conduct with other staff, vendors, or associates that can be construed as inappropriate or less than professional. Staff must sleep in designated accommodation rooms so that they may be easily located in an emergency.

Once delegates arrive, staff and leaders may not drink alcoholic beverages during the Leadership Program. Staff may be called upon to handle difficult situations with delegates and/or

parents at any time during the program. *A zero-tolerance policy is in place regarding this issue.*All program staff should work together to ensure uniform interpretation of the policies and procedures.

Roles and Responsibilities

In an effort to maximize communication efforts and teamwork, as well as minimize conflicts, each on-site staff member is assigned specific responsibilities. Due to the varied sizes of summer programs not all programs will have the same staff combinations.

Off Site Staff includes:

- ✓ **Washington, D.C. (Arlington, VA)** --The DC office is the logistics and operational base for all Leadership Programs. Program Managers, the Program Coordinator, Support Specialist and seasonal employees work out of this office and support all programs.
- ✓ **People to People Program Manager** – The Program Manager (PM) is a full-time, year-round staff member of People to People and resides in the Arlington, VA office (right outside Washington, DC). He/She is responsible for itinerary creation, vendor relationships and the quality delivery of all program components. He/She hires, trains and supports the Site Coordinator, Logistics Coordinator and University Liaison. The PM may or may not be on site during the program.
- ✓ **Spokane, WA**-- The Program Support Team, the Health & Safety Team and the Educator Relations Manager work in the Spokane office. Typically the Spokane program office will provide support for student and teacher facing concerns.
- ✓ **Educator Relations Manager** – The Educator Relations Manager (ERM) is a full-time, year-round staff member of People to People and resides in the Spokane, WA office. She is responsible for the recruitment, interviewing, hiring, training and support of the Primary Leader, Academic Primary Leader, Teacher Leaders and the Program Assistant. The ERM may or may not be on site during the program.

On Site Staff includes a Combination of the Following:

- ✓ **University Liaison (UL)** - Responsible for managing the relationship with the university conference staff on all matters relating to the contract made between People to People Leadership Programs and the university. He or she is expected to work with the site staff to ensure all needs of the program are met on campus. The University Liaison reports to the Program Manager. The University Liaison shall perform the following services and duties:
 - Meet daily and work directly with assigned staff, including but not limited to, site coordinators, primary leaders and teacher leaders and ensure student safety and well-being and program success;

- Report for duty three days before student arrival, unless otherwise directed by program manager;
 - Have immediate access to all supplier, student emergency and staff contact information;
 - Assist in set up remote forum office and check/troubleshoot all connections, materials equipment and devices to be provided by the university;
 - Ensure all dorm rooms are ready for student and leader check in by performing room checks, key checks; ensure room is properly cleaned and linens have been provided; note missing or broken furniture and equipment and address with university staff;
 - Report all incidents to site staff and program office;
 - Check all meeting space and review meeting times with the university conference staff prior to the start of program;
 - Check all meal times and counts and confirm with university staff prior to the start of program;
 - Work with Program Manager for any additional requests for meeting space as may occur from guest speakers or program staff;
 - Collect mail and shipments from mailroom on a daily basis and deliver to the on-site office;
 - Coordinate parking passes and needs for on-site car and guest speakers;
 - Assist and/or create rooming lists in conjunction with the university; update site staff as changes to rooming needs occur;
 - Ensure that ill or injured students can be safely removed from the program, and that they receive prompt medical attention as needed, and returned to the program if appropriate;
 - Participate in nightly meetings as necessary in which the primary leaders will deliver updated information regarding the day's activities and receive feedback;
 - Communicate regularly with Program Manager;
 - Communicate with students and/or parents on any issues that arise, monitor all program incidents and ensure that they are resolved, documented and submitted to the program office
- ✓ **Site Coordinator (SC)** - Responsible for the on-site management of their assigned program. Provides operational support for teachers and staff on program and is responsible for the safety and well-being of all staff and students. The Site Coordinator reports to the Program Manager. The SC shall perform the following services and duties:
- Manage the logistics and operation of the assigned Leadership Ambassador Program including, without limitation: read and adhere to the itinerary created and distributed by the program manager; manage rooming, grouping, and bus rosters; communicate with hotel or university staff as needed; manage all site supplies and set up of "office" to be used on site; liaise with API staff, parents, vendors and other contracted staff as needed;

- Work directly with assigned staff, including but not limited to, primary leaders and teacher leaders and ensure student safety and well-being;
- Report for duty three days before student arrival, unless otherwise directed by program manager;
- Have immediate access to all supplier, student emergency and staff contact information;
- Monitor the program participants as requested, and report all incidents to site staff and program office; responsible for monitoring program participants' schedules;
- Oversee work assignments to ensure that all positions are manned;
- Coordinate day to day operations of the program; communicate with necessary vendors
- Ensure that ill or injured students can be safely removed from the program, and that they receive prompt medical attention as needed, and returned to the program if appropriate;
- Drive to various points in advance of the motor coaches to ensure that the venue is prepared for student arrival (drive time is up to 3 ½ hours one way) and collect and distribute tickets, if applicable;
- Participate in nightly meetings as necessary in which the primary leaders will deliver updated information regarding the day's activities and receive feedback;
- Communicate with students and/or parents on any issues that arise, monitor all program incidents and ensure that they are resolved, documented and submitted to the program office;
- Set up remote site office and compiling staff handouts. Office set up consists of:
 - Take inventory of supplies/materials for the week.
 - Work with UL to review room listings and arrival information for students and leaders.
 - Check with university/hotel conference services to ensure that staff rooms are ready for the upcoming week (if no University Liaison at campus).
 - Work with LC to double check food vouchers for staff for all meals and leave any necessary vouchers with welcome letter at front desk for leader/staff arrival, if applicable.
 - Run errands to purchase extra supplies if necessary (i.e. pens, highlighters, paper, handi-wipes, printer cartridges, note pads) **BE MINDFUL OF ALLOCATED BUDGET!**
 - Compare upcoming staff contact sheet and ensure that phones are properly programmed
 - Work with PL to ensure they have all necessary items for leader training (extra lanyards, polos, etc.) and that documents are prepared for distribution to all leaders (label folders for each leader).
 - In accommodations where applicable like hotels, ensure overnight security is in place each evening and that security reports are collected from the front desk each morning and read.
- Program preparation to include:

- Meet with PLs to prepare for training and meet with support staff to assign duties as needed.
 - Set up rental car with suggested inventory.
 - Photocopy parent pick-up forms (to be available at registration desk).
 - Facilitate Teacher Leader training on paperwork and registration day duties.
 - Registration day set-up.
 - Assign a staff member to be present 30 minutes prior to each meal served on-site to check for proper arrangements.
 - Act as liaison with People to People Ambassador Program office staff
 - Review and respond to e-mail messages sent to a pre-designated e-mail account for each summit from the program office regarding non-emergency situations
 - On departure day: reports for duty 30 minutes prior to student pick up start time.
- ✓ **Logistics Coordinator (LC)** -Responsible for any off-campus program elements including transportation, ticket/meal voucher distribution, and any other responsibilities related to off-campus events. The Logistics Coordinator ultimately reports to the Program Manager, but should confer with the Site Coordinator concerning on-site decisions. If a Logistics Coordinator is not assigned to the program, then the below responsibilities fall to the Site Coordinator. The Logistics Coordinator shall perform the following services and duties:
- Manage the logistics and operation of the assigned Leadership Ambassador Program including, without limitation: read and adhere to the itinerary created and distributed by the program manager; communicate with off-site vendors including meet and greet staff; reconfirm all off-site appointments for student groups; manage arrival and departure day communications in conjunction with site coordinator; liaise with API staff, parents, vendors and other contracted staff as needed;
 - Work directly with assigned staff, including but not limited to, site coordinators, primary leaders and teacher leaders and ensure student safety and well-being;
 - Report for duty three days before student arrival, unless otherwise directed by program manager;
 - Have immediate access to all supplier, student emergency and staff contact information;
 - Ensure motor coaches arrive on-time, depart on-time and have daily itineraries complete with addresses of program activities and are the correct capacity.
 - Ensure motor coach driver will be provided meals when necessary according to program itinerary;
 - Call ahead to each venue to reconfirm appointments, provide final numbers, and verify reservations
 - Utilize [Service Project Profile Sheet](#) to confirm and communicate details to Site Staff.
 - Ensure all groups arrive for scheduled appointments and have sufficient tickets for entrance to said activity. This should be saved on the shared [Google Drive](#)
 - Field any reservation/activity questions from drivers or teacher leaders and troubleshoot challenges;

- Communicate any problems with vendors or busing schedule immediately to site coordinator and Program Manager;
 - Coordinate with meet and greet organizations on registration day
 - Manage delegate tracking process with assigned DC office personnel;
 - Assist in remote office set up;
 - Monitor the program participants as requested, and report all incidents to site staff and program office and ensure they are documented and resolved; responsible for monitoring program participants' schedules;
 - Ensure that ill or injured students can be safely removed from the program, and that they receive prompt medical attention as needed, and returned to the program if appropriate;
 - Drive to various points in advance of the motor coaches to ensure that the venue is prepared for student arrival (drive time may be up to 2 hours one way) and collect and distribute tickets, if applicable;
 - Participate in nightly meetings reconfirming the next day's activities and meet times for teacher leaders
- ✓ **Academic Primary Leader (APL)** - Responsible for the delivery of the academic portions of the program. Provides guidance to Teacher Leaders with regard to interpreting the program guide and following the progress of final projects. The Academic Primary Leader reports to the Educator Relations Manager. The Academic Primary Leader shall perform the following services and duties:
- Email all leaders prior to program to introduce him/herself, give academic highlights of program and make him/herself available for questions;
 - Report for duty two or three days before student arrival depending on the program
 - Bring a laptop to program for the APL presentations. The laptop will only be used by the APL and should come with presentations previously loaded and ready to use;
 - Facilitate teacher leader training; deliver training on program guide and teaching guide
 - Create a curriculum breakdown to organize the lessons for leader delivery
 - Prepare and deliver two professional presentations during the program related to the opening and closing of the program
 - Utilize the [Service Project Profile Sheet](#) to introduce, prepare and guide students and Teacher Leaders in preparation for and during the service project. This should be saved on the shared [Google Drive](#).
 - Instruct Teacher Leaders in the proper completion of the Academic Evaluation
 - Direct and mentor teacher leaders in regard to the academic curriculum throughout program
 - Deliver educational content to students consistent with the issued guides and educational material provided by People to People
 - Spend time with each leadership group at least once during program to observe discussion and assist with preparations of their final projects
 - Ensure small group discussions are effectively delivering core educational content

- Introduce each speaker with the provided biography; following each presentation provide tie back to the academic objective
 - Answer all attendee questions to the best of your ability or provide referral information for further support
 - Deliver academic updates, instructions and reminders to the leaders at the nightly leader meeting and receive feedback;
 - Participate fully in each day's program activities and workshops; be present, visible and available to leaders and students
 - Place the safety and well-being of student leaders first throughout the program
 - Work in cooperation to assist other site staff in various duties as requested including, but not limited to, student arrival, meals, housing, student and/or teacher leader behavior, transportation, student departures.
 - Work closely with site coordinators to ensure they are aware of any events that may affect teacher leaders and students during the summit to ensure the completion of all curriculum-based activities;
 - Respect and protect the confidentiality of proprietary information of People to People
 - Adhere to People to People Ambassador Programs' policies and procedures including, without limitation, the Ambassador Leader Travel Handbook and training materials.
- ✓ **Primary Leader (PL)** -Responsible for student welfare and assists Teacher Leaders by providing guidance, discipline, help with student homesickness, illness etc. He/She is always the first point of contact for Teacher Leaders with any concerns or questions and is expected to resolve Teacher Leader related issues on program. The Primary Leader reports to the Educator Relations Manager. The Primary Leader shall perform the following services and duties:
- Email all leaders prior to program to introduce him/herself and make available for questions;
 - Work directly with leaders and site staff to ensure student safety and well-being;
 - Report for duty two or three days before student arrival, depending on the program
 - Have immediate access to all supplier, student emergency and staff contact information;
 - Prepare leader welcome letters and deliver to the dorm check-in desk prior to the first leader arrival (template provided). Letters will include the following information:
 - Dinner/Breakfast meal vouchers and meal locations
 - Training location and times
 - Any other location specific information as decided with the Site Coordinator
 - Set up remote summit office and compile welcome packets for teacher leaders;
 - Deliver Teacher Leader training using presentations provided by program office
 - Meet with new leaders to help orient them to the program
 - Work with the staff and oversee the registration operations to include:
 - Be available for questions regarding roommates, early dismissal, parent visitations, etc.

- Be able to answer leaders' questions about their duties and responsibilities
- Notice students who have not found a "buddy" or are withdrawn from the group and help them to get involved
- Conduct FamilyOrientation using the presentation provided
- Present the Delegate Welcome Address using the presentation provided
- Make sure all duty stations are covered and communicate problem areas to the Site Coordinator
- Enable staff to take breaks as needed
- Observe Teacher Leaders in their small group meetings to evaluate their performance and assist
- Arrive early to breakfast and be on hand to welcome delegates and assist leaders
- While at a site (off-campus):
 - Check in with leader to address any questions or challenges
 - Check in as necessary with other operational staff to address any challenges
 - Be present, visible and available to assist leaders with any student issues
- While at accommodation site :
 - Ensure students travel in a "buddy system" (2 or more)
 - Ensure that elevators and/or stairways are monitored during student transit times
 - Students must not open their door unless it is a People to People Ambassador Programs representative
- Primary Leaders will rotate *Night Duty* responsibilities with other Primary Leaders and Program Assistants, if applicable
- Support teacher leaders throughout the program with group management, behavior and other issues as they arise; be a resource and answer any questions
- Monitor the program participants as requested, and report all incidents to the program office; responsible for monitoring program participants' schedules;
- Keep abreast of all agenda and process updates and changes to the day's activities
- Relay pertinent information to staff and leaders
- Utilize the [Service Project Profile Sheet](#) to prepare Teacher Leaders with Service Project specifics and expectations. This should be saved on the shared [Google Drive](#).
- Communicate to the Site Coordinator any problem areas that may need extra observation
- Help organize the motor coach groups; help the students find their motor coach or help the leaders round up their students
- Remind leaders that the students are their number one priority, especially if you see they are spending too much time with another leader
- Motivate and offer praise to leaders if you think they are doing a good job
- Manage Lost and Found—let the leaders know that they should direct any found objects to a central point for distribution at breakfast each morning
- In conjunction with other operational staff, ensure that thank you cards are signed

- Ensure that ill or injured students can be safely removed from the program, and that they receive prompt medical attention as needed, and returned to the program if appropriate;
 - Accompany groups to activities on the motor coach to manage student behavior and observe leader performance.
 - Conduct nightly leader meetings in which you will deliver updated information regarding the day's activities and receive feedback; be available for individual questions afterward
 - Conduct Check Out and Office Close Out procedures on final day of program to include:
 - Manage the check-out table beginning 30-45 minutes prior to the first shuttle departure. All Primary Leaders need not be present for the entire shift but can coordinate with one another to provide coverage.
 - Help collect Health Forms, Academic Evaluations, and other miscellaneous paperwork from the leaders
 - Sort the above forms and box them up to be sent to the DC program office
 - Log and box valuable lost and found items for pick up
 - Clean up the office and leaving it in presentable nature for the next session, when applicable
 - Communicate with students and/or parents on any issues that arise, monitor all program incidents and ensure that they are resolved, documented and submitted to the program office
- ✓ **Program Assistant (PA)**- Responsible for providing general support in all facets of the program including program set up, incident reporting, delegate tracking and rooming issues. The Program Assistant reports to the Site Coordinator on program, and, ultimately, to the Educator Relations Manager. The Program Assistant shall perform the following services and duties:
- Program Assistants serve to support a variety of roles on program. This position reports to the site coordinator. Program Assistants expect to work hard and be flexible to the needs of the program and the students;
 - Work directly with leaders and staff to ensure student safety and well-being;
 - Report for duty two or three days before student arrival depending on the program
 - Have immediate access to all supplier, student emergency and staff contact information;
 - Assist in set up site office and compile staff handouts as delegated by site coordinator; associated duties may include but are not limited to:
 - Print welcome letter for leaders on People to People letterhead.
 - Review room listings and arrival information for students and leaders.
 - Double check food vouchers for staff for all meals and leave vouchers with welcome letter at front desk for leader/staff arrival, if applicable.
 - Take inventory of supplies/materials for the week.

- Run errands to purchase extra supplies if necessary (i.e. pens, highlighters, paper, handi-wipes, printer cartridges, notepads).
- Ensure that program phones are programmed for upcoming week.
- Prepare contingent leader lanyards and name badges for leadertraining.
- Check to make sure that leaderrooms are ready.
- Document preparation including sorting, copying, and collation for distribution to all leaders on training days (label folders for each leader).
- Assist in program preparation as delegated by the SC; program preparation includes, may include but is not limited to:
 - Distribute any missing lanyards and name badges to all leaders before training.
 - Prepare leader/staff picture board.
 - Prepare table tents for weekly breakfasts.
 - Photocopy parent pick-up forms (to be available at registration desk).
 - Registration day set-up
- Assist in miscellaneous tasks as delegated by the SC; these tasks may include, but are not limited to:
 - Drive to various points in advance of the motor coaches to ensure that the attraction is prepared for student arrival.
 - Participate in nightly meetings where the SC will deliver updated information regarding the day's activities and receive feedback.
 - Act as liaison with People to People Ambassador Program's staff.
 - Review and respond to e-mail messages sent to a pre-designated e-mail account for each delegation from the program office regarding non-emergency situations
- The Program Assistant may be asked to fill in as a Teacher Leader in the event of an emergency.
- Remain behind the group to monitor sick students if necessary, communicate with parents and tend to the needs of the student;
- Be present 30 minutes prior to each meal served onsite to check for proper arrangements.
- Greet security staff: distribute lanyards and security logs (to be left at front desk after shift each night) and discuss rules.
- Accompany logistics coordinator or primary leaders to student activities as requested and as needed;
- Monitor the program participants as requested, and report all incidents to the program office;
- Manage, document, follow-up and resolve incident reports. Ensure proper documentation is filed with program office
- Ensure that ill or injured students can be safely removed from the program, and that they receive prompt medical attention as needed, and returned to the program if appropriate;
- Participate in nightly meetings as necessary in which the primary leaders will deliver updated information regarding the day's activities and receive feedback;

- Communicate with students and/or parents on any issues that arise, monitor all program incidents and ensure that they are resolved, documented and submitted to the program office
- ✓ **Teacher Leader (TL)** - Responsible for a small group of students; instrumental in ensuring the day-to-day safety and well-being of the student group; provides instructional leadership and helps to drive the curriculum under direction of the PL and/or APL. The Teacher Leader reports to the Primary Leader and Academic Primary Leader on program and, ultimately, to the Educator Relations Manager. Teacher Leaders shall perform the following services and duties:

Pre-Program:

- Provide proof of CPR and First Aid certification
- Take 3 online trainings:
 - Abuse risk management
 - Health and Safety basics
 - Leader Expectations
- Participate in supplemental training webinars as necessary
- Study program curriculum and prepare to facilitate it
- Post an introduction/brief bio on the program Facebook page

On Program:

- Attend an onsite training session to develop skills relating to:
 - Group management techniques
 - Behavior management and positive discipline
 - Travel safety techniques
 - Incident Reporting
 - Abuse risk management
 - Small group facilitation techniques
 - Itinerary
 - Curriculum/Program Guide
 - Academic Evaluation
- Perform a specific duty throughout registration day. These duties include, but are not limited to:
 - Student registration
 - Program Guide labeling and distribution
 - Room Key distribution
 - Escort delegates to their rooms
 - Give campus tours
 - Facilitate student orientation
 - Facilitate group games and sports
- Work with the site staff in overseeing the registration process:
 - Be available for questions regarding roommates, early dismissal, parent visitations, etc.

- Notice students who have not found a “buddy” or are withdrawn from the group and help them to get involved.
- Make sure all positions are covered and communicate to primary leader where the problem areas are.
- Arrive at breakfast **prior** to students
- Check in with students at meals – sitting together as a group occasionally
- Be prepared for timely arrival at all program events
- Submit incident reports to the Primary Leader and complete any necessary follow up in the time frame outlined by the site staff person.
- While on motor coach:
 - Have students sit in groups on the motor coach.
 - Encourage rotation of group placement on the motor coach.
 - Sit with your group to supervise
- While at an academic address:
 - Ensure students use program guide to take notes
 - Encourage active listening and participation
 - Encourage students to be attentive and ask questions
- While at a site (off-campus):
 - Set a clear meeting destination (not in doorway or on stairs).
 - Set clear time for group assembly and motor coach departure.
 - Ensure students explore/shop in groups of 2 or 4.
 - Work as a team with other leaders on your motor coach.
 - Keep count of your students before and after boarding the motor coach.
- While at accommodation site (on-campus):
 - Ensure that students travel in buddy system (2 or more).
 - Monitor the elevator or stairway use.
 - Leaders must be available to students 24 hours a day while on the program.
- Attend nightly staff meeting with leaders, Primary Leaders, and Site Coordinators to discuss any issues that arose that day, as well as to discuss working through the following day’s activities.
- Assist homesick students, sick students, or students who are unruly. If you need assistance at any time, escalate to the Primary Leader.
- Complete an Academic Evaluation for all delegates in their small group
- Leaders should see students off on the morning of departure.
- Be prepared to ride assigned motor coach back to the airport with students according to departure manifest schedule.
- Accept a specific role during departure day and arrive on time
- Return any program phones, materials, and forms including: Health Forms, Student Evaluations, Service Project Letters, etc. to the Site Staff.

Post Program:

- Complete an electronic program evaluation
- Submit an expense report for baggage fees/mileage as instructed

- ✓ **Facebook Moderator (FM)**- Responsible for engaging the delegate and parent population year round by moderating the Programs Group Facebook page. Responsible for posting program updates, uploading photos, answering questions and encouraging delegates to keep in touch after the program ends. The Facebook Moderator is a PL, PA or TL so reports to the Educator Relations Manager. The Facebook Moderator shall perform the following services and duties:
 - One year commitment starting 5 months prior to your assigned program
 - 1 post per week pre- and post-program (program highlight, photos, video, student poll, question of the week, etc.)
 - Approve new members to the Group page as they request to join. (Members are by invitation only, so you may approve anyone who asks to join as they have been invited.)
 - 2 posts per day during actual program dates. (Set expectations for parents on how often you'll be posting during actual program dates. We understand supervising and leading the delegates is the top priority while on program – we ask that you make any real-time updates to the Facebook Group page during breaks or once back at the hotel.)
 - Monitor and respond to any program-related questions posted on the Wall
 - Monitor the Wall for any negative or inappropriate posts Alert program office staff about negative or inappropriate content. They will be responsible for responding to or deleting such posts.
 - Notifying the Educator Relations Manager if the Group page experiences any technical difficulties

Chaperones and Observers:

On some programs, Site Staff may also work with **Chaperones** and **Observers** who are on program to watch the delegates learn and grow. They may be chaperoning some of their students from home, observing the program as a means to better sell it to an international market or visiting from the PTP program office. The PL should include these individuals in leader meetings when possible and should maintain open communication with them regarding any alterations to program.

Both Chaperones and Observers will have participated in an orientation webinar prior to program to prepare them for travel and to set the expectations for their respective roles.

- ✓ **Chaperones** -may be either an international or domestic educator who will be on program the entire time to experience exactly what the delegates' experience. He or She is accompanying students from their school to observe their participation in the program. He/She will be teamed with a specific Teacher Leader for the duration of the program and will participate in all activities with that small group. While chaperones are not teacher leaders, they are prepared to assist in any incidents involving their students and are held to TL standards of

dress, punctuality and behavior. Minimal exceptions will be made for these individuals regarding time away from program, as the expectation is that they will be involved for the entirety. If there are struggles, the staff may contact the PM or ERM for guidance. Chaperones shall perform the following services and duties:

- Are not assigned specific duties, but they may be asked to help with any discipline or language issues that arise with the delegates from their school.
 - Arrive with their students on the scheduled student arrival day.
 - Will be paired with a Teacher Leader for the duration of program to observe.
 - May be roomed with a Teacher Leader or Program Assistant.
 - May or may not be assigned to a group with the students from their school. Often students from different countries are dispersed throughout the teacher leader groups so they would not all be together. If the group wants to be together during the program a request must be made to the program office in advance by all participants involved.
 - Chaperones are encouraged to participate in onsite Teacher Leader training.
 - Are expected to participate in all scheduled activities (guest speakers, touring, meetings, etc.) If an observer decides not to participate, they must communicate this with as much advanced notice as possible to the Site Coordinator.
 - Should be invited to all Teacher Leader evening meetings and kept updated on itinerary changes
 - Should be involved in any medical or behavioral issue involving one of their delegates
 - There should be approximately a 1:10 ratio for observer vs. students. If there are over 10 students, another observer may travel.
- ✓ **Observers-** may be an international travel agent, an educator from another country or a member of People to People office staff who is traveling on program solely to observe. They may participate in the whole program or they may just observe specific activities and workshops. They do not have specific responsibilities and are not connected to specific delegates. They are getting a better understanding of our program content and logistics so that they are better able to make these travel opportunities available to the students they work with. They will be provided with an itinerary, but they may come and go. They are responsible for their own transportation and expenses incurred when they deviate from the program.

If an observer is scheduled to attend your program, you will be notified by the Program Manager. You will be expected to cordially receive the traveler but are under no obligation to receive directives from this person; all directives will come from the Program Manager or Educator Relations Manager.

Please introduce the observation traveler to your staff and leaders; please ensure they understand the chain of command in an effort to alleviate confusion and/or conflict.

- ✓ **Delegation Manager (DM)** - Responsible for delivering the itinerary, including providing historically accurate narration, ensuring on-time arrivals and completing all program activities. The Delegation Manager is a local, licensed guide in the city he/she leads a program. On the WLF programs, the Delegation Manager is responsible for driving the curriculum. The Delegation Manager works in partnership with the Site Coordinator and reports to the Program Manager. The Delegation Manager shall perform the following services and duties:
 - Manage the delivery of program itinerary over each program day, excluding arrival and departure day;
 - Deliver educational content to students consistent with issued teaching guide and program guides;
 - Work directly with teacher leaders and staff to ensure student safety and well-being.
 - Deliver core site-specific educational content as directed in advance by staff in addition to standard, relevant tour site information;
 - Provide expertise in tour management with a focus on the historical points of interest in Washington, DC, Gettysburg, PA and/or Jamestown, VA and Williamsburg, VA as well as our nation's history and political foundation working with middle school age students gathered from throughout the United States, as well as internationally;
 - Include ALL itinerary content on every program you lead without exception unless approved by program manager;
 - Answer all attendee questions to the best of your ability or provide referral information for further support, and;
 - Warrant that any work performed under this agreement will be your original work and that the work will be free of any unauthorized extractions from other sources.

- ✓ **Step-On Guide** - Responsible for the delivery of the program itinerary for the day they are contracted. He/She is a licensed guide in the city where they are offering services. Step-On Guides report to the Program Manager. The Step-On Guide shall perform the following services and duties:
 - Manage the delivery of program itinerary for the day(s) listed;
 - Work directly with teacher leaders and staff to ensure student safety and well-being.
 - Deliver core site-specific educational content as directed in advance by staff in addition to standard, relevant tour site information;
 - Include ALL itinerary content on every program you lead without exception unless approved by program manager;
 - Answer all attendee questions to the best of your ability or provide referral information for further support, and;

- Warrant that any work performed under this agreement will be your original work and that the work will be free of any unauthorized extractions from other sources

Communication

Terminology and Titles

People to People Ambassador Programs strives to bring the best educational programs to the world’s youth. When students travel with us, they are not on a tour or a trip, but on a highly rewarding educational program for which they were recommended. When communicating with students and their families, please show your respect for our organization and for the accomplishments of our students by using the appropriate language. Please **see the table below** for People to People Ambassador Programs terminology. Thank you for upholding the reputation of People to People Ambassador Programs and for giving our students the recognition they deserve!

For many students this will be their first time away from home. In an effort to provide a comfortable environment, while still maintaining a level of respect for leaders and staff, it is recommended that all adults traveling on the program will be addressed by Ms. or Mr. followed by their FIRST name.

What we DON'T say	What we DO say
API, headquarters, corporate office	program office, national office, DC office
cancel, canceled, cancellation	withdraw, withdrawn, withdrawal
chaperone	Teacher Leader, International Observer
client, customer	delegate, student, student leader, student’s family, leadership ambassador
company	Organization
cost, price, payment	Tuition
employees	Associates
group	Delegation
kid	delegate, student, student leader, leadership ambassador (“child” acceptable when speaking to parents)
P2P, PTP	People to People, People to People Ambassador Programs. Leadership Programs
trip, tour, travel	program, program activities, explore, learn, discover

Program Office Communication

Communication with the program offices will occur frequently and for several reasons. Both offices work together to ensure the success of each program, but each offer support in different ways. In addition to phone calls, Site Coordinators can expect email communication via person a program specific email account.

1. **Spokane, WA**-- The Contact Center's Program Support team, the Health & Safety Team and the Educator Relations Manager work in the Spokane office. Calls to Site Staff will come either directly from these associates or from the answering service contracted by People to People Ambassador Programs. Typically the Spokane program office will provide support for student and teacher facing concerns.
2. **Washington, D.C. (Arlington, VA)** --The DC office is the logistics and operational base for all Leadership Programs. This location is where the programs have been planned and from where on-site staff can receive assistance. Communication and instructions will come via phone or email. Quick text communication may be used when communicating short, non-urgent items to program managers.

On-Site Communication

1. **Program Phones**— Program phones are utilized to keep the leadership team in close contact for the duration of the program. Check to make sure all phones have charges and are fully charged and are in working order. All items must be returned to the office or sent to a designated location at the completion of the program. It is the responsibility of the Site Coordinator to collect these items. All listed program staff on the contact sheet are issued a program phone. Please make sure the phones match the contact sheet. For staff, phone assignments by number are made at the program office prior to the start of program. Please do not swap phones without approval from the Program Manager. For those assigned "smart phones" the email (typically a Gmail account) may need to be reset from previous use to receive incoming emails for the specific program you are working. If you find that any phone is not working (after troubleshooting the possible causes i.e. dead battery, etc.) contact the Program Manager immediately to request a replacement. Be aware that a replacement may not be immediately available.

The phones are intended for business use and are not to be misused on program for personal use.

With permission, staff phone numbers may be shared internally to assist in emergencies. BYOD (bring your own device): You are free to use your personal cell or tablets for business use and for useful applications (apps) to assist you in your job. If you chose to program the designated site staff email into your phone or tablet, we ask that when program concludes you erase this account from the phone's memory. Please also note that using personal devices means you are responsible for all related charges on your own bill.

2. **Staff Contact Sheet**--Distribute a copy to each staff member and teacher during training following the assignment of motor coach points of contact. The point of contact on each bus is responsible for distributing any pertinent info to the rest of the leaders on the coach. You will [find an example of the Staff Contact List](#) in the [Documents and Templates](#) section.
3. **Staff Meetings**--Meet with the entire Site Staff to make sure that you are all on the same page prior to teacher leader and delegate arrival. This is your opportunity to clarify responsibilities, plan for teacher leader training, discuss program elements and objectives, review the itinerary and solve problems before program begins. Clear, open, objective and confidential communication between Site Staff members is a must, so set the tone early.

Conduct a brief meeting prior to the Teacher Leader evening meeting to review agenda items, discuss issues to be addressed and reach consensus. If questions arise from this meeting, please escalate to the appropriate contact at the Program Office.
4. **Nightly Teacher Leader Meetings**-- Each evening prior to bed checks the Primary Leader will conduct a short leader meeting. The purpose of this meeting is to provide a *brief* update on the following day's activities and address any issues pertinent to leaders. The total time allotted for this meeting should not exceed 30 minutes; if a leader has an individual concern they may address it with the primary leader outside this meeting. Prior to conducting this meeting, please meet briefly as a Site Staff to agree on the agenda items as a team.

Parent Communication

People to People Ambassador Programs is a customer service based organization and as such it is our job to provide a very high quality program to both students **and parents**. You, as staff, have been entrusted with a family's most prized possession – their child!

Parents are sometimes quite anxious and often experience high levels of stress knowing that their children are far away and in unfamiliar surroundings. It is critical that when speaking to parents (or anyone else), you remember you are representing People to People Ambassador Programs. Smile, introduce yourself and reassure them that their children are in good hands. Please show compassion for parents, whether they are on the phone or there in person. There are a few easy ways to set parents at ease over the phone:

- Give the parents your name and remind them of your role on program.
- Remain calm and assure them that the situation is being managed with the utmost care for their child.
- Explain the incident, giving all necessary details, in a confident, compassionate tone. Most of these issues involve rooming assignments, homesickness, and student stress.
- Listen! Be sure to hear the parent regarding any concerns
- Let the parent know these concerns are very normal and that you will resolve the issue as soon as possible.

- Engage the parent in problem-solving, share suggested resolutions and determine how the parent would like the issue resolved.
- Lastly, give them a plan of action and a time frame for a follow up call. It is very important to let the parent know that you care and will do everything you can to resolve the problem.
- Should a conversation become difficult, parents are not listening to reasonable solutions, using abusive language or requesting financial compensation or threaten legal action....**CALL THE PROGRAM OFFICE FOR SUPPORT.**

It is People to People's policy that parents/guardians are contacted for ALL incidents regardless of severity. You should keep parents informed and updated, and you may enlist their support with delegate discipline.

Work with parents/guardians and ask their assistance in helping solve issues. They can be your biggest advocate in helping resolve a problem quickly. **DO NOT** administer topical or ingested medicines to delegates without parental approval. **ALWAYS** notify parents immediately anytime behavior consequences are given to a student. When speaking to parents/guardians, please follow these guidelines:

- Have all pertinent information ready so that an incident report can be created while on the phone (Delegate's full name, ID#, illness, action taken, result).
- Give the parents your name and remind them of your role on program.
- Remain calm and assure them that the situation is being managed with the utmost care for their child.
- Explain the incident, giving all necessary details, in a confident, compassionate tone.
- Let the parent know that you will resolve the issue as soon as possible.
- Engage the parent in problem-solving, share suggested resolutions and determine how the parent would like the issue resolved.
- Give them a plan of action and a time frame for a follow up call.
- Should a conversation become difficult, parents are not listening to reasonable solutions, using abusive language or requesting financial compensation or threaten legal action....**CALL THE PROGRAM OFFICE FOR SUPPORT.**

Information Board (WLF only)

Information Stations are People to People Leadership Programs branded boards. The boards are placed in prominent locations, usually near photo boards and easily accessible on a daily basis to students and staff. The information on the board should be communicated at bed checks. You can include weather, things not to forget, character trait of the day, important itinerary items, etc.

Leadership character descriptions and traits are rotated on a daily basis through the sleeves. You will find copies of these documents on the digital shared [Google Drive](#); there will be a document providing a description that applies to each characteristic as well as a document containing a quote and some questions for discussion. There are only six leadership characteristics, therefore, please adjust the daily rotation based upon the number of days on program. Begin the characteristics on the day after check-in and rotate them in the following order:

- Day 1 & 2 – Responsibility
- Day 3 & 4 – Respect
- Day 5 – Fairness
- Day 6 – Caring
- Day 7 & 8 – Trustworthiness
- Day 9 – Citizenship

Conflict Resolution

As in any work environment, the program site runs best if everyone is clear about what their individual role is and how it contributes to the team. Understand not only your responsibilities, but those of your teammates, so you are certain not to overstep your boundaries by doing someone else's job unknowingly. Be busy about your own work, and if you finish early...ask how you can help someone else. They will likely be thrilled to have another pair of hands, but they will be even happier that you asked before doing.

Meet frequently and consistently as a Site Staff to ensure that you are all on the same page. Since you will be out on the buses with the delegates and teacher leaders all day, you will want to call or text the rest of your Site Staff team to "check in" throughout the day. Keep each other informed on itinerary changes, escalated incidents and any other pertinent information. Remember that no one can be expected to read minds, so please effectively communicate with each other throughout the program.

When you work within a group of individual personalities, there is always the possibility that conflicts will arise. While it is normal, it is imperative that conflicts be resolved in a private place, away from students, parents, teacher leaders and other staff members. In any conflict, it is the duty of each party to make a genuine attempt to understand the other's position and resolve the situation independently.

If the two parties come to an impasse; it then becomes their responsibility to seek assistance from their immediate point-of-contact. If there are issues between TLs, then the Primary Leader should mediate. Escalated issues may be brought to the Program Managers or the Educator Relations Manager for assistance and guidance.

Site Staff Training

Typically site staff training takes place via PowerPoint prior to the program season. There are several PowerPoint training modules required each year by all staff. Some of these modules can be found on the Compass site while others will be. If any additional on-site training is required, it will be administered onsite by the Program Manager, Educator Relations Manager, Primary Leaders or Site Coordinators. Site staff may receive on the job training if working with a veteran staff member. The **Leader Handbook** should be referred to for specific policies and procedures regarding student behavior, safety concerns, and overall how to act like an Ambassador.

Primary Leader's Welcome Address

It is the Primary Leader's responsibility to welcome students to the program at dinner on registration day. **Each Primary Leader should follow the PowerPoint presentation provided to them on the program laptop desktop.** The following subjects will be addressed:

- Warm Welcome and Congratulations to delegates
- People to People History – Show Ambassador Program DVD
- Introduction of staff
- Overview of the program
- Curriculum Components (**WLF only**)
- Safety, policies and Evacuation Plan

For Leadership Summits: The Academic Primary Leader will address the students on the first full day of the program to introduce the curriculum and academic content.

Rental Vehicle Policy

As a representative of People to People Ambassador Programs, from time to time, it may be requested of you to rent a car. We reserve the right to refuse rental car agreements for any staff member in the future and reserve the right to restrict any such person's ability to utilize the rental car.

Rental cars should be used for program use only and mainly by the Site Coordinator or Logistics Coordinator to advance the delegation, supplies run or emergency needs.

In so doing, the following should apply:

- 1) People to People's Corporate Travel department will set up the car rental for you.
- 2) Waive all add-ons including GPS, air miles, additional insurance coverage, etc.
- 3) Waive the Liability coverage offered by rental agency. A copy of the company insurance policy information will be made available to you in the program email or the program confirmation folder. Be sure you locate this document prior to the start of program.
 - a. People to People Ambassador Programs has corporate coverage for rental cars
 - b. People to People Ambassador Programs' insurance program provides Liability and Physical Damage Coverage for individuals renting cars with the consent of People to People Ambassador Programs, when renting cars for People to People Ambassador Program's use.

In the event of an accident:

- 1) Contact the authorities
- 2) Do NOT admit fault
- 3) Seek medical attention if necessary
- 4) Notify the program office immediately at 509-568-SAFE (7233).
- 5) The program office will assist you with any claims.

Check Laws! Check state laws for various incidents such as free right turn on red, cell phone use, etc. People to People policy is such that the driver should never be on the phone while driving unless using a hands free device and should NEVER be texting while driving.

Be Responsible! All drivers are responsible for their own incurred traffic violations and parking tickets! These are not covered expenses on program.

Teacher Leader Preparation

Teacher Leader training prior to program is available on the Compass site and via mandatory webinars. Additional training for Teacher Leaders will take place on site prior to delegate arrival. On-site training allows Site Staff an opportunity to get to know the TL's a bit and make sure they are prepared prior to delegate arrival. The bulk of the training will be delivered by the Primary Leaders, and the Site Coordinators will step in to review paperwork, registration duties and site-specific details.

Training Set Up

The TL Training requires about an hour of set-up time and should be completed 30 minutes prior to TL arrival. Please follow these steps to ensure the training gets off to a smooth start:

- 1) SCs must set-up the computer and LCD projector for the day's presentations.
- 2) The training presentation is saved on the program computer, and the Primary Leader should run a test to ensure that the projector and the presentation are working properly.
- 3) The on-site training is led by the Primary Leaders and typically the Site Coordinator will also review paperwork with the Teacher Leaders. It's important for the Primary Leaders and Site Coordinators to review the flow of the training ahead of time to make sure all topics are covered.
- 4) Make sure there are enough chairs/tables to accommodate all participants.
- 5) Keep extra name badges and a few shirts available for size exchanges if necessary.
- 6) Keep all handouts neatly stored in piles and easily accessible for distribution at the appropriate time.
- 7) Prepare leader packets for distribution at the appropriate time; please see the following section for instructions on the assembly of the leader packets.

Teacher Leader Packets

You will work together as a Site Staff team to prepare the paperwork and materials the Teacher Leaders will need during program. (For example: while a Site Coordinator is running off student labels and papers, other staff members can be sorting water bottles and counting out Program Guides for distribution to the TLs for their small groups).

Leader packets will contain all the information leaders will need to start the program. More documents will be distributed throughout the program; however, this packet will introduce them to their students and the program as a whole.

Each TL will receive a packet of important forms and supplies, so you will all pitch in on the creation of these packets. To prepare these documents, please see the [Documents and](#)

Templates section of this guide. The Site Coordinator will drive how and when these packets are assembled. Leader packets should include:

- ✓ **Contact Sheet** – will list the phone numbers for our buses, Delegation Managers, Bus Point of Contacts, Primary Leaders, Site Coordinators, the hotel, and emergency numbers.
- ✓ **Quick Reference Emergency List** – Comes from DC Program Office for Major Emergencies.
- ✓ **Alpha Roster** – The Alpha Roster is an alphabetical list of the delegates by their last names. Student ID numbers located here for incident reporting, table numbers, used for room checks sometimes.
- ✓ **Bus Roster** – Bus by bus breakdown to see all accounted for and TL Groups
- ✓ **Room Roster** – Primary info piece for room checks – SC assigned
- ✓ **Itinerary** – Note that DM’s and City Guides may make some acceptable changes – Don’t show timed version to parents or students- Review all times with DM.
- ✓ **Tracking/Breakfast check-in** –Breakfast check-in sheet is optionally created & provided by the SC. This could be a way for the TL to account that all the students have made it down for the day.
- ✓ **Incident Reports**– SC’s Reiterate that ID number goes on there and that parents always called for everything – hand to PL for signature
- ✓ **Student Departure Reminders**– (see Documents & Templates section)
- ✓ **First Meeting Agenda**– talks about what to approach before opening dinner (see Documents & Templates section)
- ✓ **Final Meeting Agenda**- contains reminders for students before they depart. (see Documents & Templates section)
- ✓ **Academic Evaluations** – Show to delegates at first meeting and have them fill out the top portion.
- ✓ **Health Forms** –Read over the health forms for any questions or concerns. Please check your packet to be sure you have all the documents you need. Also, be aware of the health issues/allergies/dietary restrictions concerning your students. You may need to remind a student to bring their medications the first day.
- ✓ **Success Contracts**- For each student
- ✓ **Program Waivers**- For any teambuilding or service project activities. The SC may choose to hang on to all of these as they will turn them into the vendor supplying the service.
- ✓ **Thank You Post Cards** – Name of student in top left corner. If issued blank then list a person “who helped them get there”, take home and hand-deliver. These are provided by the DC office.

- ✓ **Bed Check Schedule**(see Documents & Templates section)
- ✓ **Letterhead For Soldier letters (WLF)**- to be given to vets at memorials, shipped to DC office for distribution or brought home to give to family/ friends
- ✓ **Character Trait Assignments (WLF)** – One trait assigned per day.
- ✓ **Registration Day Info and Expectations** – For each student

- ✓ **Registration Day Duties**- (see Documents & Templates section)
- ✓ **Table Tent**- This will have the TL name on it and be placed at the tables for opening night and throughout the program for WLF only. Staff will create these on their own and print on cardstock.
- ✓ **Break out room schedule**- if there is meeting space provided, a staff member will assign these rooms to each TL group. Staff will create a schedule of your own for this.
- ✓ **Departure Day Duties**(see Documents & Templates section) SCs may choose to give this schedule out later in the week after they verify flights with TLs and students.

3 Things for each day should be carried with each Teacher: Contact Sheet, Health Forms and Incident reports.

Leader Handbook

The **Leader Handbook** is the written guide which should be read by Teacher Leaders and staff alike. It is a guide created for all People to People programs so not everything will pertain to Leadership Programs. This document is the main reference which should be used for all policies and procedures. A copy of this handbook is sent to each TL and site staff prior to program. In the Leader Handbook are the instructions of handling various issues include:

- Missing Students
- Medical Care
- Student Discipline
- Removal of a Delegate from Program
- Homesickness
- Dress and Appearance of an Ambassador/TLs/Staff

Phone Training

The primary leader and/or site coordinator will train leaders on phone expectations for program related communication. One person per motor coach will be volunteered to be the point of contact. This person will provide information to other groups on their bus.

Leaders should not use the phones on the motor coach unless there is an emergency; delegation managers should not be interrupted by staff using the program phones. The best time to use the phones is off the motor coach and away from the group when possible.

Leader Photo Board

Where applicable (mostly on WLF), People to People Leadership Programs uses leader photo boards to help the students identify their leader and other leaders on their motor coach. The boards also provide parents a visual of the team that will be ensuring the safety and security of their child. The photo board(s) will include the leaders on each motor coach. Guidelines for leader photo board(s):

- ✓ The site coordinator or program assistant will take all the pictures of the staff at each site during training and print the pictures. It will be requested that all staff wear their program polo shirt and lanyard for an overall unified look.

- ✓ Determine when and where the photo session will take place (the background should be neutral); give adequate notice to all staff.
- ✓ Each staff member's first name only will be displayed under the picture; for example: Ms. Janet.
- ✓ Using the office computer, crop each photo at the shoulder; print the photos out on the office printer or take to a photo print shop like CVS.
- ✓ Slip the photos into the plastic sleeves on the photo board(s) (if applicable).
- ✓ When completed, place the photo board(s) in a prominent location of the registration area. We suggest using the Information Station as outlined below.
- ✓ Photo boards should remain in a central location for the duration of the program.
- ✓ Give all photos to the DC Office at the end of program for mailing to the Educator Relations Manager at the end of each season.

Bed Checks

Curfew and bed checks are respectfully enforced by staff and leaders to ensure the safety, security, and rest needs of all students. Leaders assist with all bed checks, having been assigned specific rooms for the program. Keep in mind that those students may or may not be in the leader's group. Ideally, bed checks will be completed in the half-hour following the leader meeting. All students are to be in their own rooms at curfew and lights out traditionally follows by half an hour.

Site Coordinators or Primary Leaders will assign rooms to Teacher Leaders to check each night. These rooms will be the responsibility of that leader for the duration of the program. Ideally, rooms will be checked by a same sex staff member, females check females' rooms and males check males' rooms; however, due to available leaders, it may become necessary to assign female staff to check male rooms. Male teachers will never check female delegates' rooms.

While it may be tempting to treat these checks lightly, these checks must be conducted thoroughly, with staff and leaders looking for any problems, illness, or suspicious behavior.

In the [Documents and Templates](#) you will find an [example of a bed check assignment form](#). Bed check forms will be distributed to leaders at training. When checking a room, leaders should:

- Knock on the students' room door until the door is answered in person. If students open the door before asking who is there. Remind them of the procedure and have them repeat the process correctly.
- Greet the student(s) from outside the room and ask to physically see all students assigned to that room. If one is in the bathroom the others should be advised of a return visit in a few moments to see that student.
- Have an updated room roster with them to verify which students belong in each room.
- Ask about any issues or concerns, health or otherwise that the students may have, remind them of the next morning's wake up time and dress code, be sure they know how to set their alarm and bid them good night.

Leaders may ask to enter a student room ONLY if they have reason to believe their assistance is needed. Any leader or staff member entering a student's room MUST keep the door wide open

using a chair to prop the door. If there are suspicious or behavioral issues in play and/or a situation becomes difficult, the leader should inform the students that they will return with another staff member with the intent of handling the issue.

Students might try to switch rooms. Leaders should compare names of students in rooms with names on the room roster. Changes may have occurred during the day. Students are usually helpful with this information, but be sure staff is aware of any changes and that they have been approved. Other issues that can surface at bedtime include:

- Roommate problems
- Homesickness
- One student trying to sleep while the other(s) are watching TV
- Room amenities malfunctioning (toilet, lamps, etc.)
- Wandering students trying to get ice or visit other students prior to lights out
- Students upset due to leader/other group member issues earlier in the day

Leaders should be sensitive to any stress or unusual behavior during bed check time. Also, be familiar with program policy on how to properly offer any support or discipline, i.e. touching and hugging or verbally enforcing curfew and lights out times. For additional procedural information, please refer to the Leader Handbook.

People to People Apparel

A name badge and lanyard have been provided to leaders by the program office prior to their arrival at leader training; extra lanyards and blank name badges are in the office for use, if necessary. If a leader does not have a pre-printed name use the label maker among the office supplies to print the staff members name and title and adhere it to a blank name badge. Once students have arrived on site, lanyards and name badges must be worn at all times, outside of accommodation rooms.

Domestic based students traveling on Leadership Programs will receive apparel prior to travel. Leaders traveling on a WLF program will either bring People to People apparel with them or pick a polo shirt up on site. Leaders traveling on LS programs will receive their polo shirt prior to arriving on program.

International students and leaders will receive their packet with apparel upon arrival to the program. International packets will come in the program shipments and must be inventoried prior to student arrival. They often look just like extra polos so look carefully for them.

Apparel items may be exchanged for a different size by both leaders and students, if available. Limited quantities are available on site. If there is not a size available to accommodate a staff member please consult the program manager, for further instruction.

Teacher/Staff Coaching and Removal

Behavior issues may arise with Teacher Leaders and even with Site Staff on program. All leaders and staff are subject to the program and company policies outlined in the Leader Travel Handbook. Assuming the health or safety of a program participant (delegate, leader or site staff member) has not been compromised by the behavior issue, he/she should be coached through the situation by his/her on-site supervisor. For Teacher Leaders, this will be the responsibility of the

Primary Leader. For Site Staff, this responsibility will lie with the Program Manager or Education Relations Manager. Please follow these steps:

- 1) Bring the behavior issue to the attention of the on-site supervisor – PL or SC.
- 2) Address the issue with the leader in private; away from other leaders and delegates.
- 3) Refer to the Leader Travel Handbook, Compass Training or On-Site Training to reference how the leader has broken a rule or People to People policy.
- 4) Actively listen to the leader's response.
- 5) Agree upon a resolution and future course of action.
- 6) Document the conversation in an Incident Report.
- 7) If the leader offends again, fill out a 2nd Incident Report and have a similar conversation.
- 8) Upon the 3rd offense (or 1st if extreme), discuss with the Educator Relations Manager or Program Manager.
- 9) Educator Relations Manager will speak with the Teacher Leader directly.
- 10) Program Manager and Educator Relations Manager will determine if Leader Removal is necessary and will advise Site Staff on procedure.

While People to People Ambassador Programs does reserve the right to remove leaders from the program, this is a rare occurrence and will only take place in extreme circumstances.

Setting up the Program

It is important to be prepared before any students arrive. This section reviews how to check to make sure you have what you need for your on-site office and the motor coaches. The section contains suggestions of how to organize all the paperwork that is printed and saved with the computer. Finally, there are instructions on how to prepare for the teachers' arrivals

The On-Site Office

The on-site office is the center of operations. It is also commonly used as a storage area, communication center, and gathering place. Starting with an organized office will help to provide a productive work space for the duration of the program.

The office may be a conference room, a hotel room or a dorm room. There should be at least two access keys available to staff and access should be available 24 hours a day. The office should be equipped with at least two long tables and 4 chairs. There should be ample outlets for power sources. The office should be identified with a logo sign on the door. The office should also be equipped with a refrigerator when possible. Inventory will be shipped or picked up from the DC Office. When not in use the office should remain locked with blinds drawn (if an option) at all times.

Program Office Computer

The program computer should be set up in the office and be readily available to any staff member as necessary for program related work. Here are some tips to organizing material with the computer:

1. The computer is locked by a password which is supplied with the equipment.

2. Program documents should be kept within clearly labeled folders on the computer
3. Presentations and on-site guides will be pre-loaded and provided by the program office. Please utilize these documents.
4. Program email should be checked frequently throughout the day by the Site Coordinator for updates from the program office. Responses to program emails are expected promptly.
5. Please exercise good judgment when utilizing program computers. Be mindful of websites visited both personal and casual. The computers are monitored by our Spokane IT Department and they have access to anything you look at on the computer.
6. Ensure the program computer is available to staff who require its use for program related functions, first.
7. Please report any problems with the computer immediately to the program office in DC.
8. When not in use in program office, please ensure laptops are placed out of view and kept locked up.

Printing & Filing

Printing: Each program location has been equipped with an on-site printer. If the printer was sent to the program site, please note that they have been tested ahead of time for functionality, though you may need to install the printer driver to your laptop. If that is the case, instructions will be sent to you via the program email. Do not make unnecessary copies. Make most updates to rosters and rooming sheets prior to mass printing and exercise good judgment in any reprints to update materials. Encourage pen to paper updates of minor changes like room numbers, etc. and ensure these changes are universally communicated in nightly meetings.

Larger print jobs which are necessary prior to on-site program training should be taken to a local print shop. After distributing necessary documents during training, be sure to organize additional copies such as incident report forms, rosters, itinerary copies, etc for easy access for staff and teachers.

Incident Report Filing: Devise a clear location for incident reports which handed in to site staff for submitting via the In Case of Crisis app. Incident report originals MUST be kept and returned at the end of the program, to the program office.

Waivers: The PA or SC will sort all waivers by teacher leader group and make sure all waivers have been received, prior to registration. Make blank copies available at registration. Copies of the waivers will be saved on the [Google Drive](#) in 'my shared drive'.

Frequently Used Documents: It is a good idea to post frequently referenced documents on the wall of the office, in an organized manner, if appropriate. Staff contact sheets, bed check assignments, itinerary and rosters should be posted in an area easily accessible to all. Read more about documents in Chapter 5.

Inventory

On-Site Inventory

Program materials may be shipped from several locations. Copies of inventory sheets and shipping requests will be sent to the program site via email.

Please conduct a complete office inventory upon arrival! This means **opening ALLboxes** to ensure contents and counts.

Each program may utilize different materials. Please review and cross reference all shipping request sheets, inventory sheets and actual program materials with the itinerary. It is crucial to the success of the program to know that all materials have arrived on-site. Please inform the DC office **immediately** if anything should be missing. Re-shipping missing items takes TIME!

On- Site Office Supply List: Every effort has been made to provide all necessary materials needed on-site. Refrain from purchasing additional or unnecessary goods on-site without the approval of the program manager. Here you will find a list of essential items that typically are provided on site:

- Computer (at least two, loaded with presentations, onsite guide, and other forms)
- Printer with extra ink cartridges
- Supply box fully stocked with office supplies
- Game box
- Teacher Leader packets, Site Coordinator packets, Primary Leader packets, Delegation Manager packets
- Security packet (WLF only)
- Program cameras
- Program phones and car charger
- GPS unit
- Memory card reader
- First Aid kits and stock of extra First Aid supplies
- 'Motion Discomfort Receptacles' for buses (WLF only, LS programs may purchase these if necessary)
- Signage for registration day and buses
- Podium banner for speakers
- Tablecloths for registration day
- Photo and information boards
- Easel for information boards
- Flag banner and A-Frame signage (if applicable)
- Extra extension cord and power strip
- Extra name badges, lanyards, and polo shirts
- VGA projector
- Accordion file of extra paperwork
- Program Bible containing vendor confirmations, contracts, etc. (if applicable)
- Program guides and Teaching guides
- Binders(if applicable)
- Leader Travel Handbooks
- Water bottles (where applicable, see communication from the DC Office to verify),
- International student packs
- 'Thank You' postcards
- Credit Evaluation forms

- Student health forms (either sent from DC or shipped separately from Spokane)
- Any additional program-specific items (Broadway tickets, House Gallery passes, etc.)
- An adequate stock of solid silver weaponry effective against vampires. Including, but not limited to, silver crosses, silver arrows and broad swords. Staff MUST review the “Vampire-Takedown Training” on the Compass.

Bus Inventory

The following will be provided for each motor coach for the duration of the program and is the responsibility of the bus lead to confirm:

- First Aid kit (may be provided by the motor coach company)
- Bus sign (the sign will typically include the program name and coach number)
- ‘Motion Discomfort Receptacle’ containing ginger ale, wipes, etc. (provided by DC office for WLF, LS programs may purchase if necessary)

These supplies need to be taken off the motor coach the last day of program and returned. Please pick a motor coach “lead” in the training to be responsible.

Car Rental Inventory

The rental vehicle should have the following items on board:

- Emergency contact list
- First-aid kit including non-latex gloves
- Copy of the vendor list and itinerary
- List of local hospitals (via smart phone is ok)
- One case of water in small bottles
- One six-pack of ginger-ale
- Plastic bags for sick students
- Disinfectant wipes or hand sanitizer

Program Confirmations

Program Folder

Sometimes referred to as the “program bible” or “program booklet” the program confirmation folder is important to locate and become familiar with. Some programs may not have a program confirmation folder or may provide this documentation digitally. You will be told if you have one by the PM. The folder contains program activity confirmations, important site specific information including meeting room confirmations (BEOs), activity and meal confirmations, site specific correspondence and general important documents designed to facilitate program operations.

The SC, UL and LC should take time to go through the itinerary (which has been sent via email) and the program folder, to confirm and understand all program elements. Please look for notes on meal pre-order directions and specific instructions. Contact the program manager with any questions.

The program folder should be treated as a confidential document and not shared with any outside parties, including parents. **Please return the folder intact and with all program materials at the end of the summit/forum, to the DC office.**

Banquet Event Orders (BEOs)

Banquet Event Orders, or BEOs, are reports provided by a hotel or university campus to show specific reservation information for reserved public space. The BEOs will not include room accommodation information.

Site coordinators and/or university liaisons should review all BEOs prior to registration day. They can be obtained through the university campus conference services, hotel contact or in the program bible. Check the BEO for:

- Dates & times of planned events
- Ordered meals
- Number of expected guests to ensure sufficient meals and chairs
- To-go, boxed meals
- A/V equipment
- Sufficient space for large groups
- Rooms and tables for registration
- Luggage storage if necessary (registration and departure days)
- Breakout rooms and setup

Familiarize yourself with these documents and check them against the itinerary provided for the program. If there are discrepancies:

- Example 1: not enough breakout rooms for all groups.
- Example 2: not enough tables and/or chairs in the dining area.
- Example 3: timing is off (too much or too little)

Contact the university liaison / program manager director to rectify. Changes to the BEOs may result in additional charges to the program budget and must be approved.

Once you have determined that the BEOs are in compliance with the program itinerary you will use them to assign daily breakout space to each group for leadership meetings if you have been directed by the program manager to do so. Not all programs have breakout space available. If the breakout rooms change daily you will need to build a schedule.

Gauge the size of each room to determine how many groups can comfortably fit in each. It is a good idea to try locating and viewing all of the rooms prior to student arrival. Note things like distance between rooms, cafeteria, and bus pick up location and available AV in the rooms, etc.

Please note that these procedures will vary from campus to hotel. Be sure to familiarize yourself with the procedures which are specific to your program setting.

Leader Arrival Confirmations

Prior to the arrival of the Teacher Leaders, the SC or UL should obtain the rooming list from the accommodation location if not already provided and confirm the room assignments for each leader. This will ensure that leaders feel comfortable upon their arrival. Primary Leaders, University Liaisons, Logistics Coordinators, and Site Coordinators will be accommodated in their own rooms when available, while Teacher Leaders and Program Assistants are accommodated two per room depending on the number and gender. All leaders are expected to be housed on student floors.

Due to overlapping programs at the same location it is not uncommon for a leader to be accommodated on a different floor the first night and then moved to a student floor the following afternoon for the duration of the program. It is important, if this is the case, that leaders are aware of the room change at registration; therefore, please include this information in the welcome letter described below.

You will receive an electronic copy of the 'Staff Travel Manifest' via the program email. This document contains arrival and departure information for all site staff and Teacher Leaders. Site staff should reference this document in planning when to expect Teacher Leaders to arrive on site, and in planning departure day duties.

Teacher Leader Arrival

For many of the Teacher Leaders, this is the first time they have worked on a Leadership Program and we want to ensure they are properly welcomed. The Primary Leader should be available to greet leaders as they arrive and are presented with their room key and welcome letter. The Teacher Leader flight manifest will be sent to the program email prior to the Teacher Leader's arrival. Please follow these steps to provide that welcoming atmosphere:

- ✓ Teacher Leaders will receive a final info email prior to travel indicating meet and greet instructions and on site program office location. Drop off points at campuses may be a distance from the office. Provide adequate signage leading TLs to the check in point.
- ✓ Providing a sign that reads **WELCOME TEACHER LEADERS**; is helpful to catch the eye of the Teacher Leaders as they arrive on campus.
- ✓ On the program email [Google Drive](#)(my shared drive) you will find a **Welcome Letter** template; include verbiage regarding a potential room change if necessary and insert the accommodation name such as dorm or building name. [Please see the example letter](#) in the [Documents and Templates](#) of this guide.
 - Fill in any pertinent information that will apply to the arrival and training of the leaders. This includes contact room and phone numbers and the program office location. Letters do not need to be personalized; a "Welcome Leader!" will be sufficient.
 - Print enough copies of the letter for leaders and Program Assistants. Also be sure to check if any International Observers are arriving early.
 - Place one letter inside an individual envelope and include any meal tickets for dinner that evening and breakfast the following morning, if applicable. Label each envelope with the leader/Primary Leader's name.
 - If not directly distributing, leave the letters with the summer housing staff for distribution at check-in if you are on campus or with the hotel front desk. **It is very important that the housing staff knows how important these letters are for the leaders.** Tell them to pass the information along to the next shift so that our leaders are given this information in a timely manner. You could also choose to slip the letter under the door of the room the leader will be staying in if the summer housing staff is not accommodating.
 - The Primary Leader should be there to greet and eat dinner with arriving leaders, but occasionally a leader may wish to dine alone due to a very late arrival.

Day-to-Day Operations

Once training and set up is completed, it is time to get down to business and welcome the students. This section will provide you with the tools you will need to manage the day-to-day program, including: registration day (and early arriving students), check-out day and daily duties.

Early and Late Arriving Students

Expected Early Arriving Students

Some students find it difficult to arrive on registration day due to flight availability from foreign countries and also Hawaii. The **pre and post-program extension (PPE)** option is designed for students traveling long distances. They must register for this extension through our program office for an additional fee. The students can choose to arrive or depart one or two days outside of the normal program days.

The students will be provided accommodations for the nights of the extension, transportation, 3 meals a day, and will be provided with pre-program activities. The options and logistical details of the pre-program activities are determined by program manager depending on the duration of the extension and number of students designated as PPE. In some cases the DC Office will hire additional staff to escort students to their activities.

Site Coordinators will be given a list of students in advance if they should be expecting a PPE, as well as the list of activities to complete. It is also perfectly acceptable for the student to simply wish to rest from a long flight if they choose, however a staff person will need to check on that student to ensure they are being supervised and included in the optional activities and meals.

Unexpected Early Arriving Students

Occasionally, **students will arrive early for the program without making prior arrangements** through the program office. These students are typically not the responsibility of the staff until the program begins (a point that must be made clear to parents), but once there, if they are not under guardian supervision, you must accommodate them. If they arrive more than a day early to the program there will be fees incurred by the parents. If it cannot be worked out for the family to show up at the correct time, follow the below steps:

1. Assure the student and/or parent that everything will be worked out
2. Contact the program office.
3. Inform the family of resolution.

The program office should facilitate a call to the parents if they are not present. The parents must assume responsibility for the extra room charges and the cost incurred by their child for the extra night. If speaking directly to the parent, inform them that they will need to work with the Spokane office regarding all charges and to process payment for the pre-program extension, all costs will be assessed and handled by the Spokane office.

Because of contractual agreements, arranging early accommodations can be complicated. Often, students who arrive early will be asked to change rooms after the other students arrive on

campus. Make sure the student is assigned to a room and make them aware of any changes in their accommodations which may occur after the other students arrive.

Be sure to make arrangements for the student's meals (university campuses often have limited dining facilities and hours during the summer) and inform them when check-in day activities will begin the next day. If students arrive early and unexpectedly, please include them in the activities with the students arriving on the extension, if applicable. In some cases a student may arrive later in the day and meal vouchers/card cannot be obtained. In this case, expensing of an off-campus meal on the program credit card may be necessary.

Late Arrivals

Be aware that there will most likely be a handful of students that will not arrive during registration hours. Site Coordinators and Primary Leaders will take over all registration duties after 5:00pm when students are participating in their first delegate leadership meeting with their leader after which they will be sent to their rooms to unpack. All activities will be suspended at that time as leaders will be monitoring floors. The site staff will need to cover each of the evening duties as needed

You will need to be aware of the number of students who will arrive after 7:00pm (the Meet and Greet Company can assist you with this information and will stay in touch as to the estimated arrival time) as you will need to make arrangements to feed them dinner. Please also ask these students to call home as soon as they arrive on site. The University Liaison or Site Coordinator should speak with the hotel banquet staff or university campus staff in arranging meals to be held for those students who will be arriving late. You may need to purchase food off campus, depending on when the late arrivals reach the program site.

No Shows

Occasionally at the end of registration day, for a variety of reasons, you will have 1 or 2 students unaccounted for. The first plan of action is to confirm the absence of the student; sometimes a student will get overlooked during registration, but has made their way to their room or to their group. *Double check rosters, room keys, check with leaders, and finally check in that student's assigned room.*

The next step is attempting to reach an associate at the program office in Spokane, Washington if you are not already working on the task with your delegate tracker. This is exceptionally helpful if you are conducting a program on the East Coast – program staff will be available in the program office until 8:00pm EST.

Once you have confirmed that the student has not arrived on-site and are unable to reach an associate in the Spokane program office or DC program office, your next step will be to contact the family using the Emergency Contact List to inquire as to the whereabouts of the student.

Once you have determined the reason for the student's absence and come to the conclusion that they will not be attending the program, you will need to update all rosters and, if you have not already done so, inform the program office of the student's non-participation in the program. Do NOT wait until late in the evening to begin reconciling the list of no show students. You can use the delegate tracking sheet to keep up with it.

Registration Day

Registration Day, or student arrival day, can be the most exciting and most exhausting day of the program. Keep in mind that anxiety levels are heightened in not only students and parents, but also in leaders; they will be meeting their group for the first time today and, for some, this will be their first time handling students in this capacity. The secret to a smooth registration day is preparation.

Remember that parents do not yet know all of our procedures. Please be courteous and respectful when speaking with parents. Explain to them that, for reasons of safety, once a student completes the registration process, they will be asked to separate from the parent and parents will be informed about an orientation they can attend. Regardless of this, do not rush the separation process. Allow a parent ample time to say good-bye to their child.

To best prepare for registration day, complete each of the following tasks:

Registration Table Set Up

There will need to be a minimum of 3 tables set in a prominent location with 4 chairs available for registration staff. Keep in mind that they will need to be accessible to an often long line of students so you will need a location that students will not be blocking access to other rooms or exits. You will also need an area to store registration supplies. Remember to place the photo board in a prominent location for parents and students to view their Teacher Leader. The registration area requires the following supplies some of which are detailed further in this section:

- People to People Leadership Programs signage
- 2 Alpha Rosters (one at Station 1 and one at Station 4)
- 1 Room Roster (Station 4)
- Several blank health forms and waivers
- Copy of travel information for departures
- Labels for student name badge / program guide
- Program Deviation List and file folder
- Stack of blank paper
- Student Pickup Reminders
- Program Guides (enough for all students and 10% overage)
- Extra lanyards
- Extra apparel in varying sizes
- Blank name badges
- Label maker
- Pens / Pencils
- Sharpies
- Highlighters

Room Keys

Frequently keys are not available until later in the registration day. Each hotel and university handles room key delivery and group check-in differently. Before check-in, coordinate with the hotel or university conference housing staff to assure key distribution is handled in an efficient manner.

While hotels may allow People to People staff to hand out key packets, universities may require that only university conference housing staff check the students into their accommodations. Often the staff prefer to brief the students on university housing policies, and fees for lost keys.

Coordination of keys may take time, regardless of who is facilitating. You may ask the Primary Leader to coordinate this procedure. It is not uncommon for there to be a lag time in the preparation of dorm room keys; in these cases, simply inform students that they will be able to check in to their dorm room as soon as the keys are ready.

Please communicate lost/replacement key fees at the time of issuing the key(s)/card(s) and create a tracking system for the students to initial upon check-in and check-out. An incident must be created and signed by the student at the time students report a keys lost. Fees will be collected by the program office.

Luggage Storage

Efficient registration day flow will require forethought on how to handle and store luggage. It is advised to devise a strategy for storing luggage out of the way of registration to shorten lines, and allow clear walkways. Work with onsite staff and hotel/university staff to determine the best and most secured area for temporary luggage storage.

Activities and Parent Orientation

Each location has different rules about the operation and use of hotel/campus recreation facilities. Prior to registration day, the site coordinator(s) should confirm recreation facility guidelines and hours with staff and they should schedule check-in activities accordingly.

Distribute the games and ice breakers to the leaders in charge of welcome activities. Be sure they understand the itinerary during the registration hours. Other activities could include campus tours or academic assignments. There will often be snacks on WLF. Depending on the location, students may drop their luggage in their room with supervision, but all students should be participating in activities and not hanging out in their rooms.

As a service to parents dropping off their children at the program site, People to People Ambassador Programs offers a PowerPoint presentation given by the primary leader on registration day. You will find a disk in the office, or file on the computer labeled Parent Orientation; familiarize yourself with this presentation prior to leader training.

Parent orientation will take place in a reserved meeting room at the site; check the BEO and/or Itinerary to confirm. The first presentation should occur approximately 30 minutes after the start of registration and continue, on a rolling basis until registration closes. Expect the presentation to last approximately 30 minutes.

Following each presentation, open the floor to questions by parents. Allow at least a 10-15 minute break between each presentation and use your best judgment on how frequently to conduct the orientation based on how many parents are present at registration at a given time. You will notice that registration drop-offs will start to wane as the afternoon draws on. Your final presentation will generally start around 4:30pm.

Name Badge and Program Guide Labels

In an effort to lessen confusion and provide a sense of security to students and parents, students will be given labels upon registration; one will be adhered to the back of their name badge, one to the bottom of their People to People Ambassador Programs issued water bottle and to the inside cover of the Program Guide. The labels will include the leader's name and bus number.

Site Coordinators: please see– [Computer Applications](#) for instructions.

Student Pickup Reminder

The student pickup reminder provides information to families dropping off their students. You will need enough for approximately 60% of the delegation. To prepare this reminder follow these steps:

- 1) Fill in the date, day of the week, time, and location on campus for pick up.
- 2) Also include the name, phone number and address of accommodation location
- 3) There should be two of these reminders on a page.
- 4) Make enough copies and cut the two halves apart.
- 5) Monitor how many of these are left during registration and be prepared to make more copies.

Registration Day Duty Assignments

It is the duty of the Site Coordinator to assign registration day duties to all staff and provide the following instruction sheet at training. This task may be delegated to another staff member such as the primary leader. You should go over each of the stations with the leaders during training and make sure they understand their role. Here are some tips for making assignments:

- You will have two teams on registration day: a registration team and an activities team. It is not advised to rotate people through different assignments on registration day, but rather assign "relief floaters" who are able to relieve someone of their assigned duty for a break.
- It is a good idea to assign extraverted, personable staff members to the registration area since this will be where most parent questions will be directed. A warm, smiling registration attendant is more likely to put a parent at ease.
- Oftentimes, we are provided a large outdoor area for snacks and games to be conducted. This is intended to be a secure location and parents/families are not allowed in this area.
- Arrival day snacks might be provided for students and staff only.
- Registration activities, especially on a university campus can be very spread out –Students may be staying in two or three different dormitories and the locations for the various activities, lunch, and registration may be some distance from each other. Be sure to make and post signs to direct students to the different locations as well as assigning staff members to conduct/direct students to the different locations. Also, be sure to have adequate staff at each dormitory to facilitate check-in.
- Registration Day Duty Assignments document can be found on the computer in the office, there is also a copy located in *Documents Section*.

Upon completion of the assignments, please make enough copies for all staff and include them in the leader packets.

Program Deviation List

It is recommended that you create a Program Deviation List to be kept at the registration table for the purpose of logging any deviations parents may bring to your attention during registration. Deviations can include, but are not limited to:

- Authorized visits by relatives
- Early departures by air/train
- Early parent pick up
- Change in contact numbers (not a deviation per say, but the deviation list is a good place to log this information)
- A change to persons authorized to pick up the student. Program deviations should be listed by day.

The best time for a visit (10-15 minutes only) is at breakfast. Frequent visits should be discouraged to help a student gain independence on program. Also, visits from families do impact the program as a leader must be present while the student meets with a parent. Evening visits can be also difficult to arrange as groups return at different times due to program scheduling. Should an off-site deviation be requested, parental authorization is mandatory. It should be stressed, however, that the delegation will not deter from the planned itinerary in order to accommodate any student's deviation request. Always ask for identification of anyone wishing to pick up a student for any reason. You must have a guardian authorization form filled out for a deviation visit. Following registration, collect the deviation folder and make copies of the list and distribute to Primary Leaders and any leaders the deviation will impact.

Delegate Tracking

Delegate tracking is a crucial element of registration day. Delegates are tracked from the moment they arrive at the airport or are dropped off by their parents on-site. Delegate tracking requires the combined team effort of meet and greet, on-site staff and a DC office representative.

The delegate tracking sheet is created by the DC office in Google Docs from the final roster. The link is emailed to the site email address. This document **should not be changed in any way** without prior communication back to the DC office. The purpose of the sheet is to "timestamp" the arrival of each delegate in order to maintain a level of safety on arrival day and make it easier to reconcile the roster towards the end of registration.

Using the Google docs system, the document can be accessed by multiple parties at once and in real time. Meet and greet tracks each delegate as they land at the airport and updates the document. Additionally, meet and greet communicates with site staff to alert the site that students are in transit from the airport as needed.

The appointed staff person onsite is requested to update the tracking sheet once an hour as well. As registration winds down, the DC office rep will begin to reconcile the list of remaining missing delegates. At times there are late withdrawn students, or no shows who have decided not to attend the program. It is CRUCIAL to completely reconcile the list to account for all delegates in a

timely manner. The final delegate tracking sheet will be saved in the DC office for record of each student's arrival on program.

Site staff will have access to all delegate travel information in the form of an arrival/departure manifest, which will be sent to the program email address prior to program. This document may be referenced by staff in preparation for registration and departure day. It includes method of transportation (drop-off on site vs. flight) and all flight information (airline, flight number, flight departure/arrival time).

Lost Luggage

Anyone who travels knows that the airlines sometimes lose luggage. The first step of the procedure for lost luggage is to have the student fill out the Lost Luggage information form at the airport. Meet and Greet should assist the student and ensure they have a lost luggage claim number before departing the airport. Usually, luggage catches up with the student the following day. In the interim, the university campus store or retail store can usually provide the student with a few incidentals (toothbrush, toothpaste, comb, etc.)

Wearing the same clothes another day is not pleasant, but it will not harm the student either. If luggage does not show up on Day 2 it is time to step in. The Primary Leader and Site Coordinator can both be of assistance by contacting parents and making sure the student has any necessary items. This may mean a trip to the local store (at parent expense), giving the student a program shirt, etc. The idea is to coordinate efforts to meet the needs of the student; keeping the parents informed of steps being taken insures their support and gratitude on behalf of their child.

If the student has purchased the optional insurance (this can be determined by looking on the emergency contact sheet) then the student is eligible to be reimbursed for items purchased (up to a certain amount) after the luggage has been missing for more than 24 hours. The student will need to keep their receipts in order to make a claim with the BerkleyCare insurance upon return home. In addition, On Call International offers to assistance in the tracking of lost luggage and can help by calling the airlines. Opening a claim is recommended to garner support for resolving the issue and can reduce the site staffs need to call the airlines.

Daily Duties

Each day of the program Site Coordinators will have several responsibilities. Feel free to break these up between the site staff so as not to overwhelm anyone and to eliminate confusion. A good idea is to hang a checklist of daily duties by the door of the office as a reminder. Daily duties include:

- **Mail & Faxes**-- Mail should be discouraged from being sent to program. However, if it arrives, mail for students/staff will be collected each day and distributed to the leaders to pass to their students. Mail services on university campuses are not always very fast. Students and parents should be aware that letters and packages sent to students may not arrive promptly. In addition, mail delivery procedures vary from campus to campus and Site Coordinators should familiarize themselves with the mail delivery policies on their particular campus. Site Coordinators or university liaisons will sign for all mail and packages.
- **Email Messages**-- The program email account should be checked several times during the day and all inquiries addressed ASAP. The email address for each program is unique. The address

and passwords will be made known to the staff in the final email they receive from the Program Manager just prior to travel. The Site Coordinator manages the email account.

- **Daily Postings** -- See the [Information Station Inserts](#) of this guide for further information. Remember...don't list exact times – students are encouraged to “live in the moment.”
- **Incident Reports**-- Each day these should be reviewed.. Yellow and Red incidents need to be called in to (509)568-SAFE immediately. Green incidents can be submitted to the program office via the In Case of Crisis app. If for some reason there are pending Green incidents which are not able to be entered within a given day, due to unexpected program time constraints, please contact Program Support for help. Timely entry of incidents is important.
- **Activity Confirmations**— the SC or LC will utilize the itinerary and program folder to contact vendors to double check all activities and meals are ready for the students.
- **Nightly Leader Meetings** -- Each evening prior to bed checks the Primary Leader will conduct a short leader meeting. The purpose of this meeting is to provide a *brief* update on the following day's activities and address any issues pertinent to leaders. The total time allotted for this meeting should not exceed 30 minutes; if a leader has an individual concern they will need to address it with the Primary Leader outside this meeting.

In addition, beginning the day in the right way sets the tone for the entire day. The SC should follow these steps:

- 1) The UL or SC should check the next morning's breakfast facilities against the BEO and Itinerary.
- 2) The Primary Leader should be on hand to circulate at breakfast and ensure that leaders are on track with the day's itinerary.
- 3) Be aware that meal arrangements vary between programs; please follow the procedures specific to your program and site location.

Other things to be monitored:

- 1) Leaders are accounting for their students prior to program activities
- 2) The “buddy system” is being used within reason
- 3) Lanyards are being worn and clothing is appropriate for the day's activities.

The Site Coordinator(s) and Primary Leader(s) should coordinate to ensure that leaders are aware of the location of itinerary items occurring immediately after breakfast.

Each day of the program will require confirmations to be made at a variety of locations both on and off campus. On a leadership summit, it is the Site Coordinator or University Liaisons' responsibility to check confirmations on campus and the Logistics Coordinator's responsibility to make these confirmations for off-campus activities. Ideally, these confirmations should be made as early in the program as possible to give ample time to make alternate plans if needed. During a leadership summit, it is also the Logistics Coordinator's responsibility to travel in advance of the delegation to various locations to ensure that everything is ready. Some examples of confirmations needed and responsibilities are as follows:

- 1) Double check classrooms are open and ready for meeting, lectures or speakers (UL or SC)
- 2) Speakers are met in advance and their needs attended to (water, overview of program, etc.) (UL or APL, PL)
- 3) Travel to food and activity venues to ensure they are expecting us, have correct numbers for meals and payment. (LC)

Departure Day

As with registration day, being prepared for departure day can make all the difference. Please refer to the [Documents and Templates](#) section to view [specific paperwork for this day](#).

- 1) Ensure you have the correct departure information for each student and staff member. Three days prior to departure day, by working with the meet and greet service, as well as the program office, provide a departure travel summary for each leader outlining their students' travel plans. Ask them to confirm the information, collect any changes and provide them to you by their leadership meeting the following evening (3 days prior to departure).
- 2) Once all the confirmations/changes have been collected, supply them to the meet and greet company. Please make every effort to supply this final document to meet and greet at least 3 days prior to departure day. The meet and greet company will then supply you with a shuttle schedule indicating the rosters and departure times for each. Supply these rosters to the leaders.
- 3) Prepare the students the night before. You will do this by providing the Leaders with a last meeting agenda; an example is provided in the [Documents and Templates](#) section. Provide a handout for the leaders to give to students with departure day reminders (you can usually fit 3 or more to a page for printing).
- 4) You will also have the departure flight/pick-up information on hand from the program office for each student. Be sure to have a sign out sheet ready for all students who are being picked up by their parents. This sheet will indicate who the person is picking the student up. Verify IDs and then release the child.
- 5) Begin packing and returning the supplies you will not need early in the week. Follow instructions provided by the DC office to determine what supplies are shipped on to another site or what is returned to the DC office. Pack smartly. Package electronics and breakable items carefully. Label boxes and don't hide small items in places that won't be discovered. Use the boxes that the supplies came in to repackage items. If shipping items, use the People to People FedEx code
- 6) The Support Specialist will be in contact with you prior to and during program with instructions for repacking and shipping supplies at the end of program. They may need to be shipped on to another program site; otherwise they will come back to the DC program office. Keep the following things in mind when packing up and preparing for the end of program:
 - Notify the Support Specialist if there is any broken or missing equipment

- Sort and mark very clearly the location of important documents such as Incident Reports, soldier letters, evaluation forms, etc. Bundle unused vouchers together by vendor.
- Ensure that all papers that need to be shredded are in a clearly labelled folder or box, and that no other documents are mixed in with 'shred' documents.
- Phones – please package phones in the boxes they came in, making sure each phone is put in the box labelled with the corresponding phone number.
- Supply Box – make a note on the included inventory sheet of any supplies you have run out of (or are running very low on).
- Label and box together any lost and found items. Mark the location items were found, and delegate name/ID (if known). See Program Photo Instructions (link to directions?) and make sure all photos from bus cameras are saved to [Google Drive](#). Delete photos from cameras once they are saved.

Lost and Found

Lost and found can be a very time consuming operation. You may inherit items from previous programs as well as acquire items from your own. Besides students leaving items in the rooms, they may leave items on the bus. Be sure to provide a sweep of the area before departing the bus.

Keep a box handy for staff to leave any found items. The lost and found box will be located in the onsite office. Staff will assist students with lost credit cards and items of necessity or high value. If you know the room number or student name/ID, please place a label on the item.

To minimize the time between when a parent calls looking for an item and when you can provide a response, write down each incident with the following information:

- the name of the student
- room number
- item(s) lost
- parent's phone number
- parent's address

Inherited Lost and Found items are usually delivered by the housekeeping staff a few days following the departure of the previous program. The items need to be turned into the DC Office.

Safety and Security

Security

Take the time to familiarize yourself with the security procedures of each program location, including accommodation buildings and meeting venues. Evacuate best practices and group management for safety in [the Leader Handbook](#).

Hotel and university security differs by venue. Most universities employ their own private security and follow different safety and security measures. Campus security is typically used to monitor summer conference programs and they work hard to ensure the safety of every university

guest. Hotels typically employ security staff of their own. In both cases though, security personnel patrol the entire facility. Staff and students should be reminded of security measures including asking for identification before letting anyone into their room. There is no guarantee that the People to People program will be the only group or occupants on a given floor in a hotel or a university dorm.

In hotels, People to People hires outside security companies to monitor floor security overnight. They are asked to fill in a [Security Report](#) which records anything that happened while they are on duty. Copies of this sheet can be found in [Google Drive](#). Primary Leaders should review these reports each morning and address behavior or illness issues with the Teacher Leaders of any delegates involved. Teacher Leaders will discuss the situation with the delegate and fill out an incident report and contact parents if necessary.

Private security is not possible on university campuses; however most universities utilize twenty-four hour staff in dorm lobbies. In addition, university dorms are typically equipped with key cards, and swipe only access cards to access the buildings. Students and staff should always be mindful of their surroundings and report any suspicious person or object to staff immediately.

Night Duty

The Primary Leaders should alternate night duty during the week to handle situations leaders may require assistance with. Once a schedule is agreed upon, it should be communicated to the Site Coordinator. Examples of scenarios requiring a Primary Leader's assistance would include:

- ❖ Illness requiring medical assessment
- ❖ Roommate disputes unable to be resolved by the leader
- ❖ Escalated homesickness that is not able to be resolved by the leader
- ❖ Emergency calls from the Program Office
- ❖ Other individuals making noise impeding our students' ability to sleep.

Leaders should communicate to students early in the program what constitutes an emergency and what can wait until the next morning. It is important to note that staff are not permitted to enter any student room unless in the instance of extreme emergency; and even then another staff member must accompany them.

Crisis Response Plan

This plan is intended to provide a framework for immediate management of situations that threaten the entire program. Please become familiar with this plan and understand its components. For more specific information on managing crisis incidents, please refer to the [Leader Handbook](#). Events which may warrant the activation of the People to People Leadership Programs On-Site Response Team in Spokane and DC:

- 1) Occurrences that block or potentially block passage
 - a. Natural disasters
 - b. Severe weather
 - c. Acts of terrorism

- d. Civil unrest
 - e. Grand scale public events
 - f. Transportation or accommodation failure
 - g. Egress to/from airports
 - h. Multiple flights cancelled/re-scheduled
- 2) Accidents
 - a. Multiple injury accident
 - b. Death of a traveller or staff member
 - 3) Events that attract negative media attention
 - 4) Office disruption
 - a. Unwanted intrusion
 - b. Significant building/office damage

Document and Data Management

This section is designed to help you organize the many documents used on program and provide instruction for effective document management. Most of these documents will be discussed and reviewed during on-site training. Below, you will find a description and use for each document; **examples** may be found in the [Documents and Templates](#) section. Electronic copies of these documents will either be provided from the program office or will be available on the shared digital [Google Drive](#).

Below is a list of templates found on [Google Drive](#):

- ✓ Health Form
- ✓ Success Contract
- ✓ Incident Report
- ✓ Medical Report
- ✓ Waiver of Liability Release Form
- ✓ Designated Guardian Authorization Form
- ✓ Security Reports
- ✓ Academic Evaluation Forms – WLF and LS
- ✓ Step-On Guide Evaluations
- ✓ Character Trait Descriptions (WLF only)

Below is a list of documents provided by the DC program office:

- ✓ Staff Contact Sheet
- ✓ Itinerary
- ✓ Service Project Profile Sheet
- ✓ Rosters
- ✓ Delegate Tracking sheet and instructions
- ✓ Staff Travel Manifest
- ✓ Delegate Arrival/Departure Manifest
- ✓ Completed teambuilding and service project waivers

- ✓ Blank teambuilding and service project waivers
- ✓ Completed health forms
- ✓ Blank WA School of World Studies Academic Evaluations
- ✓ Medical Conditions and Dietary List
- ✓ Emergency Contact List

Staff Contact Sheet

The staff contact sheet lists all program staff and leaders and emergency numbers. The staff contact list will be provided by the program office. The staff contact sheet is distributed to program leaders, staff, and vendors and internally to People to People in DC and Spokane. Please verify the staff contact list while keeping these tips in mind:

- Check the accuracy of all the data to the phones you have on hand. If something is amiss, contact the Program Manager prior to making changes.
- Make sure the correct leader names are shown under the correct bus and with the correct group number.
- Use the rosters to check for accuracy.
- Fill in room numbers and add cell phone numbers for the leaders and other staff members. Leaders will be asked to provide their personal cell phone numbers.
- Keep in mind, this form may be completed last minute due to the changing information.
- Updated copies will be needed for all the staff, teachers, and Delegation Managers.
- Distribute the Staff Contact sheet in the Teacher Leader Packet at training.
- If changes have been made, ensure an updated copy of the contact sheet is sent back to the program office in DC.

Itineraries

Site staff will receive a final version of the itinerary in the program email . This final itinerary should be checked for formatting prior to printing and then distributed to the teachers and rest of the staff at training.

Please NOTE: The final itinerary will detail appointments and reservations for all bus groups. Bus groups may follow different itinerary tracks throughout the program and may not do the same activities as other groups on the same day. In light of this operational consideration and for safety reasons, please do not give this itinerary to parents. If a parent insists on a timed itinerary please refer them to the program office.

Please do not make changes to the itinerary unless it is discussed with the program manager first. If you feel a change to the itinerary is necessary or have noticed an error, please discuss with the program manager. Delegation Managers have been instructed to inform the site coordinator of any possible changes and to inform the program manager.

Service Project Profile Sheet

You will find a completed SPPS on the shared [Google Drive](#). SPPS will be provided to give the site staff and teacher leaders an overview of the program service project. The information is to be reviewed and utilized by the APL and/or PL to prepare the delegates for this important program

component. PLs and LCs should also utilize it to prepare site staff and teacher leaders. Teacher leaders can reiterate specifics to their groups and at bed checks and should help weave in the service component before and after the project.

Rosters

Program rosters are an important tool for the leadership team and are utilized in many different ways by different parties. Rosters will be provided to Site Coordinators via email by the program office. These documents are confidential and should not be left in areas where they could be stolen or shared with others outside the program. **IMPORTANT NOTE:** Following registration, make any changes to the roster (students that did not attend, roommate switches, etc.) and provide new copies to all staff and teachers as needed. **Email the final roster, after delegate tracking, to the Program Manager.** Please see *the Computer Applications section* for [instructions on printing Rosters](#). The roster provides the following information regarding a student:

- Delegate ID (an individual number code specific to the student)
- Last Name
- First Name
- State and country of citizenship
- Gender
- Birth date
- Grade
- Assigned Leader
- Group Number
- Bus Number
- Room number

Below are the four sorts and the most common use of each:

- **Alpha** --Alpha rosters are sorted by the students' last names; these are typically used for registration and check out procedures. Site Coordinators and Primary Leaders will also utilize these rosters to respond to parent calls, duty phone calls and program office questions. Several copies of the alpha roster should be available for operational staff, at registration and check out, and in the lost and found box. It is also recommended to keep several on file in the office.
- **Group**--Group rosters are sorted first by the group number and then by the students' last names. Group rosters are supplied only to site coordinators and primary leaders. It is recommended to keep several on file in the office.
- **Room**--Room rosters are sorted first by assigned room number and then by the students' last names; these are typically used for room checks. Provide each staff member with a room roster and keep several on file in the office. **Include these rosters in the leader packets.**
- **Bus** -- Bus Rosters are sorted exactly like the group rosters; however, they are then broken up into bus groups. For example, if groups 1-4 were traveling on bus 1, that roster would reflect

only those groups. **Enough bus rosters should be printed for each leader on the bus. Include these in the leader packets.**

Health Forms

You will find a **blank Health Form** on the shared [Google Drive](#). The Health Form serves two purposes:

- 1) To provide medical information/background in order to better meet delegates' needs while on program
- 2) In the case of injury or illness, to provide medical treatment to the delegate as there is a statement of permission on the lower back portion of the form signed by the parent/guardian.

Students receive this form prior to travel. The Health Form is completed, signed by the parent/guardian and returned to the program office. The information is collected and stored electronically in the student's record and the original Health Form is sent to the program site and distributed according to Teacher Leader group assignments. Health form information should remain confidential by leader. Leaders should review their group's forms and bring any concerns to the attention of the Site Coordinator or primary leader privately.

It is required that leaders have their students' health forms on hand **AT ALL TIMES**. In case the form is lost or misplaced, the electronic version of the form can be pulled for immediate use by the Spokane headquarters.

People to People Ambassador Programs makes every effort to obtain all forms prior to travel; however, at times, we are unsuccessful. Please handle missing health forms in the following manner:

- Health Forms will be received in alphabetical order and will need to be sorted by TL group by the SC or PA prior to TL training.
- Site staff (the PA or SC) should have already reviewed and be aware of missing forms.
- Please ask leaders to review their health forms upon receiving them and TLs should double check to be sure they have all the forms.
- Email or phone the DC program office with the list of missing health forms.
- Provide the list of missing health forms, as well as several blank health forms, at the registration desk for parents dropping off their students to complete and sign.
- Keep the list handy; missing forms will be received, via email. When received, please provide the original to the Primary Leader, who will distribute to the leader. Scan the missing form to email to the program office.
- Collect all health forms from leaders on the last evening of the program.
- Place the health forms in a box to return to the DC program office.
- If a new condition or health consideration is discovered during program that is not noted on the health form, please notify the program office immediately.

Waivers

Service Project and Teambuilding Waivers

Waivers are usually required for program activities such as teambuilding or service projects. Families are requested to send waivers to the program office prior to travel and every effort is made to collect these documents prior to program. Not all however, are submitted to the office prior to program. It is the job of the site staff to ensure that all students have a waiver prior to participating in the activity. You will find a blank waiver forms in the program email account as well as the program confirmation folder. Directions to reconcile waivers:

- Waivers will be received in alphabetical order and will need to be sorted by TL group by the SC or PA prior to TL training.
- Prior to teacher arrival, the Site Coordinator should provide a list of students with missing waivers to the Spokane program office to determine if the waiver is indeed missing.
- Blank waiver forms should be made available at registration. Any student missing waivers should be stopped during registration and asked to contact parents to send waivers.

Waiver of Liability Release Form

You will find a **blank Waiver of Liability Release Form** on the shared [Google Drive](#). Occasionally a student will request to depart the program on their own, or make personal arrangements. This is a common occurrence with students from foreign countries. Any student making their own arrangements to leave and not being checked out by an adult will need to submit a Waiver of Liability Release Form, signed by a parent or guardian. If they are 18 or older, they can sign the form themselves. Use of this form should always be executed with the assistance and knowledge of the program office. A student cannot leave program alone without this form signed.

Success Contracts

You will find a **blank Success Contract** on the shared [Google Drive](#). The purpose of the Success Contract is to ensure that delegates understand the rules that have been established to make every participant's experience safe and rewarding. This document is reviewed and signed by both the delegate and their parent/guardian and submitted to the program office. You will not have the signed copy specific to each student, available on site; however, this form may be referenced in a disciplinary manner reminding the student leader of their commitment to success in the program.

Designated Guardian Authorization Forms

You will find a **blank Designated Guardian Authorization Form** on the shared [Google Drive](#). This form should be completed in the event that arrangements have been made for the delegate to temporarily meet with relatives or family friends at any time during the program. The designated guardian will complete this form and provide it upon registration. Be sure to have several blank copies of this document on hand during registration for parents who would like to complete it.

Washington School of World Studies Academic Evaluation

The Washington School of World Studies is People to People's accredited academic institution. Program curriculum is created to align with accreditation standards and Academic Evaluations have been revised to reflect the learning objectives of each program. **While academic credit is only offered for Leadership Summits NOT World Leadership Forums, every delegate, regardless of program, will receive an Academic Evaluation.** This serves to inform parents and teachers of all the delegates have learned and accomplished on program.

The Academic Evaluation forms are provided to leaders on site at the beginning of the program. Leaders are tasked with completing a report for each delegate assigned to them. **Each** delegate will also receive a Certificate of Completion in the mail once they return from program which will note the Service Learning hours they earned.

Site Coordinators should provide enough blank forms to each leader so that he/she may complete one for each student in their group. It is also a good idea to include an extra to allow room for error. These forms will be included from the DC Office.

Leaders should show this form to their delegates at the first small group meeting to make them aware of the basis for evaluation and to have the delegates fill out the top portion of the form to ensure correct name spelling. The forms should be introduced in the training and be incorporated to guide the curriculum throughout the program so students know what they are striving towards. Encourage leaders to be working on these forms throughout the week so that they do not feel overwhelmed at the end of the program.

The Academic Evaluation is meant to highlight student assets by observing growth and development of potential rather than the assessment of weaknesses and comparisons to others. With this in mind, all comments on the evaluation form should be positive and constructive in nature.

Upon completion, the leader will review each Academic Evaluation with the applicable student, sign it, and give the delegate a copy. For Leadership Summits, the Teacher Leader should return the white copy to the site coordinator for shipment to the program office. These are returned on the last evening of the program to be placed in the box with the health forms and returned to the program office.

Since academic credit is **NOT** offered for the World Leadership Forum, there will be no copies to send to the program office. Leaders should make it clear to delegates that they are receiving the **ONLY** copy of their evaluation, so they must hold on to it.

Incidents and Medical Reports

Specific and up-to-date information on incident reporting may come in the form of separate emails or training online. The basics are below:

You will find trainings and step-by-step instructions for the current incident reporting procedures (including any forms or documents required) on the shared [Google Drive](#). It is the policy of People to People Ambassador Programs that every incident involving a student be documented in an incident or medical report. The Site Coordinator will provide 5 blank incident and medical reports to each leader in their leader packets. Extra blank copies will be available in the office for staff.

In-Case-of-Crisis App

People to People utilizes a smartphone app that contains an electronic version of the Leader Travel Handbook and an Incident Report submission form. This app should be downloaded to site staff designated phones already but staff may also elect to install this on their personal phones as well.

- Go to the App store by using the App store icon on your iPhone, iPad, or Android device.
- Use the search function and type in "In Case of Crisis." Select "In Case of Crisis – Education."
- Download/Install and then open the app. Select "Continue without logging in" at the bottom.
- Press the cross in the upper right corner to activate the search function.
- Type in P2P and then search.
- Select "Leader Travel Handbook."
- Enter *LTH2015* for the password and select "Use Password to Download."

Incidents and Medical Reports Continued

All medical incidents should be documented on a Medical Report and any other incident should be documented on an Incident Report. These reports should be completed by the responding staff member. Incident reports provide information regarding events for the purposes of follow-up, parent contact, and in rare cases, legal action. Each report should contain only factual, objective, non-emotional statements and should include as much information as possible. Filling out Medical and Incident Reports in a timely manner is imperative.

It is the Site Coordinator's responsibility to review the reports and call in Yellow or Red incidents to (509)568-SAFE immediately, and submit Green incidents electronically via the In Case of Crisis app or via photographs of physical incident reports filled out by leaders and staff. If you email photographs or scan documents, send them to lpincidentreports@peopletopeople.com. (This job may be delegated to another staff member as needed.) If the report is incomplete, it is also the responsibility of the Site Coordinator to follow up on that incident and ensure accurate and complete documentation. Site Coordinators should work with Primary Leaders when enlisting the assistance of TLs for report completion. Incident and Medical Reports should be emailed on a continuous basis as soon as possible after they occur.

If you are having difficulty determining the type or severity of an incident, please refer to your [Leader Travel Handbook](#) for assistance or call the program office. To determine the priority of an incident, please use the Green, Yellow, Red philosophy as described in the Handbook.

Green- Green is for minor behavior and medical issues. Green incidents may be handled on-site without contacting the Program Office but paperwork scans to the email above or submissions via the app should still occur.

Yellow- Yellow is for moderate behavioral and medical issues. Yellow incidents can begin to be addressed on-site before contacting (509)568-SAFE

Red- Red is for emergency, severe medical and escalated incidents that require a very quick response time. Red incidents require that you contact the Program Office first for instruction on how to handle the situation: (509)568-SAFE.

You will be given **Insurance Information** forms from the Program Office. This sheet contains contacts and other useful information if ever needed.

Medical Conditions & Dietary Lists

The DC program office will send a list of medical conditions, allergies and dietary requirements as a quick reference guide for staff. Please review this list to ensure all students with known conditions have been provided for at each meal or activity. If there are any questions, contact the program office.

Emergency Contact List

The program office will supply each site with an emergency contact list. This is a complete roster of leaders and students supplying all pertinent contact information in the case of an emergency. Offer to provide a copy to Primary Leaders. Site Coordinators should place this list in a large envelope and keep it on hand at all times.

Computer Applications

This is a “how-to” guide for creating many of the documents you will need and managing all the data and paperwork.

Printer Settings

In each onsite office there is a laptop computer and a printer on a table. Make sure all the cables are connected, including: power cord, USB to printer, mouse, and keyboard (if available). Turn the computer on and check to see if the printer driver has been loaded. If not, instructions will be provided for loading the printer. After the printer is loaded, set it as the default printer by completing the following steps:

- Click on "start".
- Click on “control panel”.
- Under “Hardware and Sound,” click on “View devices and printers”.
- Right-click on the printer that matches the one attached to the laptop and select “Set as default printer”

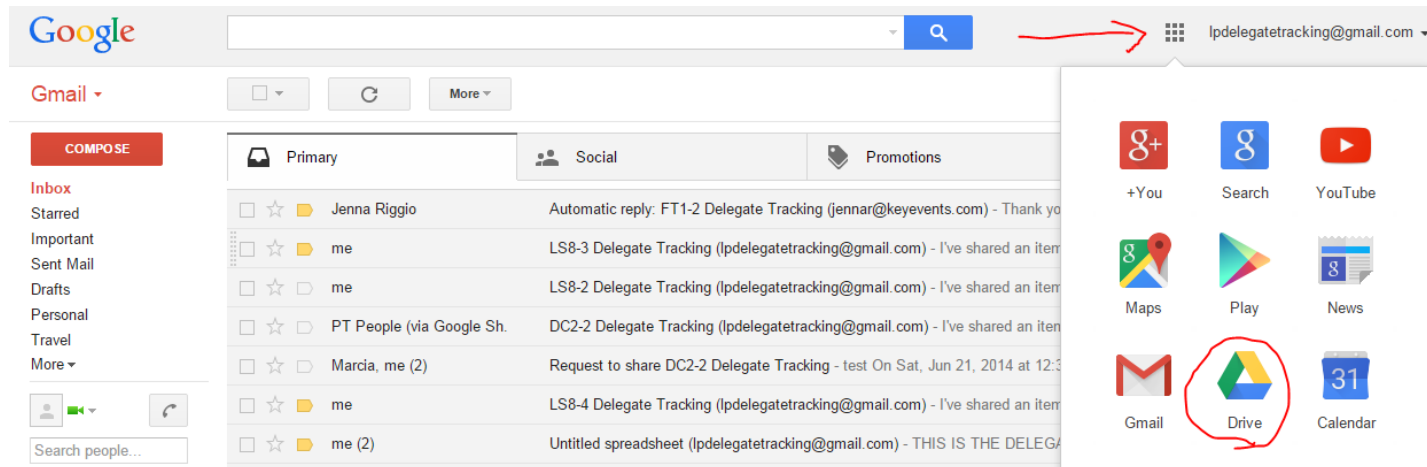
Storage for Program Specific Documents: Google Drive

Many important blank documents will now be found on the shared digital [Google Drive](#) which can be accessed through your program email account. It is suggested that a folder be created specifically for the program currently operating on the computer. All documents pertaining to that program should be saved in that folder.

Google Drive

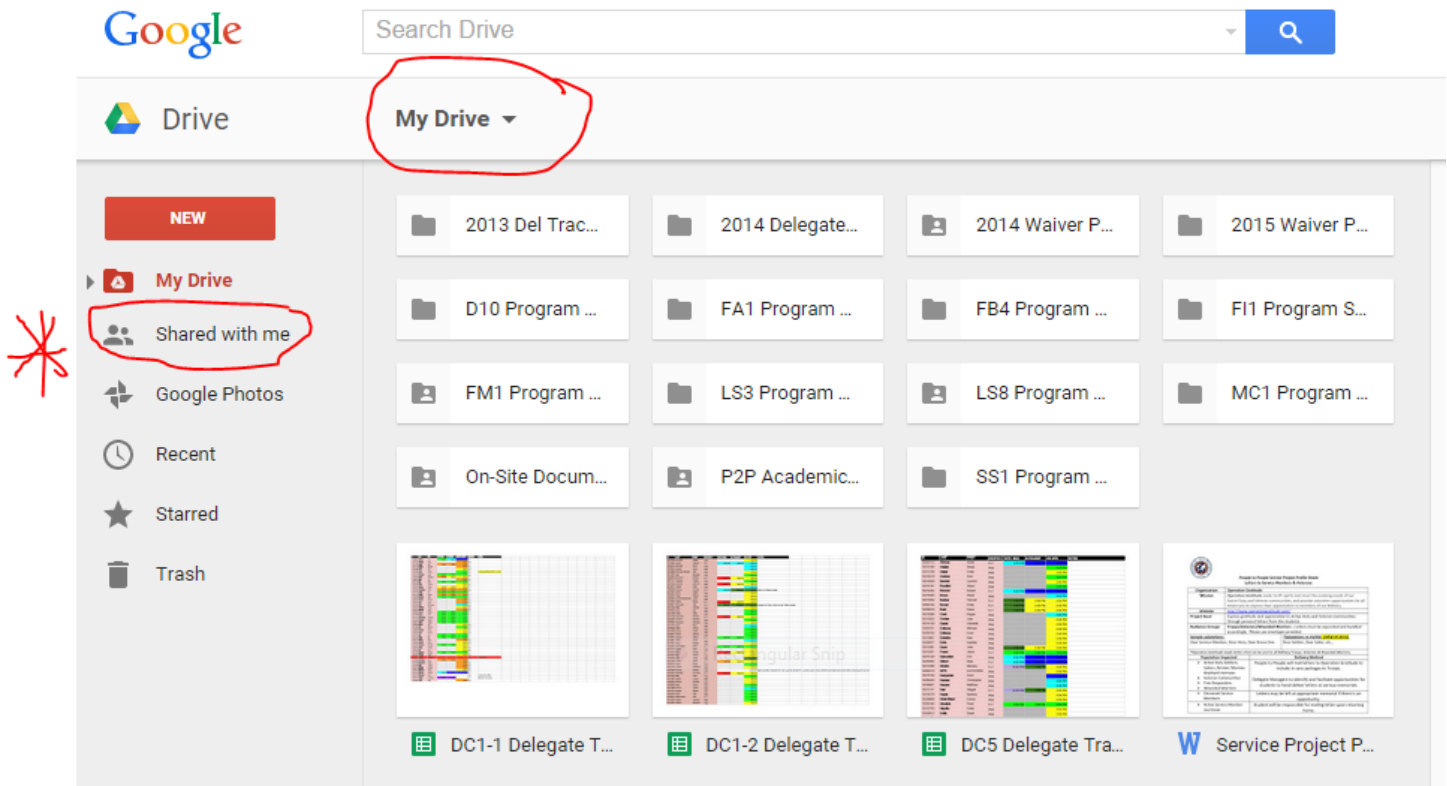
- To access the Google Drive, log-on to your program gmail account
- Go to www.gmail.com and sign in using your program login information
- In the top right-hand corner of the screen, click on the icon of 3x3 small boxes (next to where it says the email address). In the window that pops up, click on the 'Drive' icon.

Tip: You must be logged onto the program google account to access the 'Drive' so if you log-out of the google account in a separate window it may automatically log you out of the Drive.



There are two drives to check:

- 'My Drive' (default view of docs/folders)
- 'Shared with Me'. Double click on 'Shared with Me' to access additional docs/folders saved and shared by the DC Office.



Downloading Program Photos

You will need to upload photos taken with the bus cameras to the program Google Drive by the end of program, so the DC office can access them and post them to Facebook.

- First, make sure to save photos from the bus cameras to your program computer's desktop so you can access them.
- Select the appropriate folder from the column on the left-hand side (DC1-1 photos, FM1-1 photos, etc.)
- You can then add photos in one of two ways: by clicking on the red and white arrow icon (next to the 'Create' icon) then clicking 'Files', or by clicking and dragging photos into the center of the screen where it says 'Drop files here'
- NOTE that you can always add multiple photos at once by holding down the CTRL button on your keyboard and selecting multiple photos to upload.

Sorting Data in an Excel Spreadsheet

- Highlight the data fields you want to sort by pressing the left button on the mouse and holding at the beginning field and then drag the mouse across the data and then begin moving the mouse downward until you get to the end of the data field.
- Release the mouse button and move the cursor to the top menu and click on DATA.
- Under DATA click on SORT.
- In the first box, "Sort by", click on the down arrow to see the available data headings. Pick "Rm #" (or 'Last Name,' etc.)
- Since you want the room numbers to go from low to high, click the button "Ascending", causing the button to turn green.

- At the bottom of the sub-menu is a section called “My data range has”. If you highlighted the header row in step one, then click on “header row” turning that button green.
- Return the data back to its original format by using the “undo” command under the EDIT menu. If you need to save the re-sorted data, go to step 8.
- Once you have sorted your data correctly, go “FILE” and click on “save as”. Rename the file to indicate how the data was sorted.

Labels

The following directions will take you step by step using Microsoft Word to create a sheet of labels for the backs of the badges on the lanyards, the program guides, and any other place a name label is required. These directions apply specifically to White Address Labels, 80 per sheet, Avery style 5167.

- Open a new, blank document.
- Click on the MAILINGS menu heading.
- Select Start Mail Merge and then Labels
- The Label Options window will pop up. Ensure the following is selected:
 - Laser and Ink Jet
 - Tray: Manual Feed
 - Label Vendors: Avery US Letter
 - Product Number: 5167 – Easy Peel Return Address Labels
- Then click on OK.
- Next: Select Recipients.
 - Click on Use Existing List
 - Find the document you want to get data from. In most cases, you are looking for the Alpha roster spreadsheet.
 - Double-click or open the file.
 - The Mail-Merge Recipients screen appears.
 - Use the Check Boxes to remove unnecessary data from the mail merge list. Then click OK.
- Next: Arrange your labels.
 - Click on “Insert Merge Field”. Click on the field you want on the label. Repeat as necessary. Move the cursor to the top-left label. Click where you want to add a space and push the space bar.
- Next: Preview Your Labels.
 - Click on “Preview Results.” Look at your labels. Are they what you want? Maybe you want them centered versus right-justified. Adjust as necessary.
- Next: Click “Finish & Merge,” then if you are ready for printing select “Print Documents.”

Please note: The labels file must have access to the Excel spreadsheet before it can open. If you copy the labels file, please copy the Excel spreadsheet as well if you plan to move the data to another computer.

Rosters

Printing Bus Lists

- Create a tab called “Bus LISTS”. Go to “Print view” under the FILE menu. Use the NEXT button to check each page for correct format. Make sure each motor coach has its own page. When you are ready to print, highlight all the data using the mouse.
- Under “Cells” in the Home tab, click on “Format” then click “Format Cells”
- Then click on the “font” tab. Look for “color” and click on the arrow and click on “automatic”.
 - This will change the color of the font to black. Black will print darker allowing better copies for the leaders and delegation managers. If you want to keep the color coding for later use, click “undo” under the EDIT menu.
- Use these lists to verify each leader has the correct health forms. Although this check of the health forms takes more time, the benefits are worth it. Use the same procedures for checking the student evaluation forms. Sometimes these student evaluation forms come to us out of order. Carefully look for grouping within the entire pile of forms. Many times they are 90% correct with only a few of the students mismatched due to last minute changes.
- The first file you will work with is a listing of the different rosters used during the week. This is an Excel file that has 5 tabs at the bottom of the opening screen. The first three tabs are room rosters. The Bus LIST tab is a listing of all the students on each individual motor coach along with the assigned delegation manager. The ALPHA LIST is a roster of all the students at the hotel in alphabetical order. The tabs are created by you:
 - GIRLS
 - BOYS
 - LEADERS
 - BUS LIST
 - ALPHA LIST
- Print the “Bus List”. Print one for each bus at this time.

Creating Room Rosters

From the front desk, you will get a copy of the rooming list detailing where each student, leader, delegation manager, and motor coach driver belongs. Check the rooming list to make sure the hotel has not put a girl in with a boy or vice a versa by doing a quick scan of the names. If the rooming list checks out, open the tab labeled “boys” and begin entering the room numbers into the empty room number box opposite the names of the three students in the room. Due to the format, you can only enter one room number for each box. The best way to do this job is with two people: one will type while the other will call out room numbers and check the data on the screen. Continue doing this for both the boys and girls room rosters. Save your work. Print one working copy of each roster.

After compiling the student room roster, do the same thing for the leaders, delegation managers, and motor coach drivers. Open the tab marked “LEADERS” and type in the data from the hotel’s master list. Save your work, print a working copy of the roster **and make sure to email a final roster (after registration) to the Program Manager who will save and distribute internally for emergency use.**

Creating Alpha Rosters with Room Numbers

The best way to do this job is with two people: one will type while the other will call out room numbers and check the data on the screen. Continue doing this for both the boys and girls room rosters. Open the ALPHA LIST tab. After opening this file, you will see a column titled "Rm #". Begin typing the room numbers in this column. After the room numbers are typed in, re-sort (see paragraph below) by room numbers to double-check your accuracy by comparing with the hotel room roster master. Re-sort back to the original alpha sort by using the top menu EDIT button and clicking on the undo button. Keep clicking on the button until the roster is back to an alpha sort.

Documents and Templates

Remember to refer to the [Document and Data Management](#) section to see which documents are physically supplied by the DC Office and which can be found on the shared [Google Drive](#). This section contains examples of paperwork for you to fill in. Here are the templates you will find below.

Prior to TL Arrival:

-

- [Welcome Letter](#) Template

For TL Packets:

- [Registration Day Duties](#)– fill out and place in the TL Packets.
- [First Meeting Agenda](#)**and**[Final Meeting Agenda](#)-both for the TL Packets
- [Departure Day Duties](#)- This may be provided later in the week or the TL Packet to show the teachers what they will be doing and what time to be at their departure day stations.

For Registration Day:

- [Program Deviation Form](#)– to be used during registration and throughout program as needed

- Student Pick-Up Information- handed out to parents to remind them of the location to pick-up their students on departure day.

During Program:

-
- [Bed Check Schedule](#)-to be used by the assigned teacher who is checking specific rooms on specific floors. The students they check may not be in their TL group.
- [Information Station Inserts](#)*Usually just WLF*- can print a general (not timed) itinerary and a weather and reminder sheet for the students to view the night before on their way to the rooms or at breakfast as a reminder.
-
- [Staff Contact List Example](#)- this is just an example. A finalized version will be emailed to the site email.

For Departures:

- [Student Departure Reminders](#) will be given out later in the week so students are made aware what departure shuttle they will be on and what time they need to be out of their room by.
- [TL and Staff Check Out Form](#) this is a reminder of what the TLs and staff need to leave upon completion of the program.

Welcome Letter Template

Greetings Leaders!

July 22, 2014

Welcome to the [TITLE OF SPECIFIC PROGRAM and PROGRAM DATES]! We are glad you have arrived safely in [PROGRAM CITY] and have made it to [UNIVERSITY CAMPUS or HOTEL]. We are looking forward to getting to know you during our training session tomorrow and throughout the program. We know you must be excited about the program itinerary, the arrival of your delegates, and the opportunity to work with other leaders from various locations.. It's going to be a great week! This letter will give you the schedule for tonight and tomorrow.

Enclosed you'll find a map of the campus [IF APPLICABLE] and a staff contact sheet.

Schedule:	Location:	Time:
Mon, Dinner	Cafeteria	5:00 – 8:00pm
Tues, Breakfast	<i>Cafeteria</i>	<i>7:00-9:00am</i>
Tues, Training	Johnson Meeting Room	9:00am – 12:00pm
Tues, Lunch	<i>Cafeteria</i>	<i>12:00 -1:30pm</i>
Tues, Training:	<i>Madison Hall, Rm 206</i>	<i>1:30 – 5:00pm</i>
Wed, Breakfast:	<i>Cafeteria</i>	<i>7:00-9:00am</i>

You will be meeting your fellow leaders, site staff members, and any other people who are key to program success at your training. We will be your liaisons to the operations staff. This is going to be an information-packed day, but we're also going to spend some time getting to know one another and bonding as a team..

Please be aware that a previous session may finish on your training day. We might have to make some last minute room changes as a result of late arrivals and rooming capacity. We ask that you please wait to completely unpack until after training.

We encourage you to introduce yourself to the other leaders, as you'll be working closely with them during the days to come. We're excited to have you and look forward to a successful and memorable summit together! Be sure to get a good night's sleep, as the rest of the week promises to be busy.

Sincerely,

[YOUR NAME(S)] (Primary Leaders)

Registration Day Duties

People To People Leadership Summit

REGISTRATION DAY DUTIES

{Registration Date}

	2:00-5:00		2:00-5:00
Greet Staff		Floor Escort	
Luggage Storage		Floater	
Station 1		Student Orientation	
Station 2		Parent Orientation	
Station 3		Activity Center	
Station 4		Games/Icebreakers	

Six motor coaches assigned to a program site will require two registration tables divided A-L and M-Z

- **Site Coordinator (Registration Director)**-Oversees all elements of registration- program deviations (parent/relative visits coordination, early checkouts, special concerns, phone numbers changes etc.)
- **Primary Leader (Parent Orientation Presenter)** - Provides parents with an overview of the program and follows with a Question and Answer session. These orientations are done on a rolling basis.

Registration Team Roles:

- **Primary leader (Registration Lead)** – Coordinates breaks for staff at registration, directs parents and students to orientations, refers parents to site coordinators for help with deviations, and assists in all aspects of registration.

“Welcome to the Leadership Program! Let me show you where to store your luggage while you register. You are going to go through Stations 1-4 to register. There will be an orientation for your parents and a student orientation for you to explain what you’ll be doing today.”

- ❖ **Station 1-** This station will check student in by marking their names off on the master roster and providing parents with a Parent Pick-up Reminder. Parents and students may be anxious; it is important to be sensitive and present a positive, welcoming environment.

“Hi. What is your name? Are you traveling by air or will your parent be picking you up? Susan, you’ve got some tough decisions today. You’ll need to decide whether you want to swim, play games, or watch a movie. So be thinking about what you might like to do as you go through the stations. Mr. and Mrs. Jones, there is a parent orientation in room 105 if you’d like to attend. Here is a contact number for the hotel and the time she is to be picked up on Sunday. Susan will give you a call tonight about 10 p.m. It’s going to be a great week!”

- ❖ **Station 2** – Place a label with the student’s name, leader’s name and motor coach number on the back of student’s name badge.

“Tom, your leader’s name is Ms. Alison. You will be riding on motor coach 5. This label will help you remember. Ms. Kim (Station 3) will put one of these stickers on your syllabus too. Welcome!”

- ❖ **Station 3** – Pass out the Program Guide and put a label on the inside front cover of the syllabus with the leader’s name and motor coach number.

“At Station 5 there will be a student orientation in the Ballroom to explain what you’ll be doing today and sign up for activities!”

- ❖ **Station 4-** At this station you will pass out room keys. Keys should be placed in individual envelopes with each student’s first and last name on the front of the envelope.

“I see by your name badge your name is Susan Jones. You will be in Room 327.”

- **Greeting Staff** – Those leaders assigned to the lobby are there to welcome students and their families as they enter the hotel, direct the students where to place their luggage, and explain the process of registration culminating in the parents’ optional attendance at the parent orientation to as answer any questions they may have and their departure. This is the first point of contact- show them how excited we are to have them!
- **Floor Escort** – At this station delegates will be escorted to their rooms in groups. They will be shown how to swipe their key cards. They will need to check to make sure there is a rollaway bed in their room. If one is not there, they can report it to the front desk. Parents are NOT permitted to accompany students to their rooms.

“Hi, my name is Ms. Amy. Let’s get your luggage and go up to the third floor ladies. Do you all know how to use a room key? I can help. Don’t forget- you don’t need to unpack right now. We’ll give you time this evening when your roommates arrive. Let’s go downstairs now and plan your afternoon.” (Please direct students to the Student Orientation.)

Activities Team Roles:

- **Primary leader (Activities Lead)** - Coordinates breaks for staff working in activities
- **Student Orientation (Station 5)** – 1) Explain the “buddy system” (even to/from elevators and restrooms.) 2) Give students the time they will be meeting their leaders. 3) Hand out water bottles and direct students to put their names and bus number on the bottle 4) Direct students to the activity center to plan their afternoon activities.

“We travel in a “buddy system”. That means you will always need to be with another young lady even to go to the restroom or travel in the elevator. This is for your safety. Good thing about this is you’ll never be alone! You’ll have your first meeting with Ms. Alison, your Leader at 5:00 PM. You’ll meet her right here in the Ballroom. Just look for the sign with her name on it. Now let’s see about getting your day’s activities planned. Let the fun begin!!”

- **Activity Center-** Help students plan for activities throughout the day.

“You have some tough choices today. The good thing is you can do all of these things if you want or just a couple. There are many board games to choose from and card games. This is a time to start to get to know your fellow delegates. You may also have a chance to finish up you pre-travel assignments if you forgot to do them or bring them.”

- **Games** – Leaders at this activity are asked to actually play the games (ice breaker activities) with students and to get the games going. As new students arrive, incorporate them into games by having them take your place in the game.

First Meeting Agenda

First Meeting Agenda for Leadership Groups

Introductions and Icebreakers

- Introduce yourself and facilitate Delegate introductions (name game, peer interviews, etc.)
- Use the Icebreakers in your Teaching Guide or create your own
- Put faces with the names on your roster – memorize the names of ALL delegates in your group

Review Basic Expectations for Delegates

- Campus/Hotel conduct – no running, yelling, door slamming, elevator abuse, exit blocking, set alarms, keep room clean, rotate shower times
- Bus conduct – cell phones on vibrate, social media breaks, pay attention to DM, bathrooms
- Appropriate dress – weather, occasion, comfortable walking shoes
- Punctuality – always be on time and prepared, bring important items with you
- Listen carefully to instructions – meeting places, assignments
- Walk with purpose – keep up with the group, stay to the right, do not block the path of others

Program Safety Practices

- Lanyards and Name badges – ALWAYS wear, hang on inside of room door each night
- Personal Items – Keep them in your luggage (locked if possible)
- Carry emergency medications with you at all times. Delegates are responsible for administering.
- Buddy System – delegates should never be alone, 4 or more off-site
- Count Offs – assign numbers, practice
- Meal times – seating arrangements, locations, buffet procedures, no room service
- Room checks
 - Students will head straight to their rooms to prepare for bed
 - May not be their leader checking their room. Delegates should ask to see Leader ID.
 - Leaders will need to see each delegate face and account for them on the tracking sheet
 - Delegates will receive info about the following day – itinerary, dress, weather, etc.
 - Delegates are not to leave their room after room checks. No visitation.
 - Lights, TV, electronics should be OFF at the “lights out” time set by Primary Leader
 - Security will be on the floor overnight. They will not enter rooms, but will manage discipline
- Discuss rules for family and/or guest visitation – must have deviation form
- Know your fire escape route and meeting location in case of an evacuation
- Lost Delegate Procedure
 - If you get separated in a museum/exhibit -return to the group meeting point.
 - If you are not in an enclosed area, STOP and STAY where you are. We’ll backtrack to find you.
 - Call your Teacher Leader’s cell phone number. Leave a message if you get voicemail.
 - Answer your cell phone if it rings, even if you do not recognize the number.

- If you are not found in 30 minutes, call the number on the back of your lanyard.
 - Provide as much information as you can, such as the street and/or a shop name.
 - STAY where you are until you are found!
- Bullying - People to People does not tolerate bullying of any kind. Any reports of bullying will be taken very seriously and the offenders will face discipline – which may include removal from the program at the parent’s expense. If any student witnesses or experiences bullying/harassment of any kind it is to be reported immediately to any member of the staff.
 - The program staff, your leader, primary leaders, site coordinators, and all others are here for you. If, for any reason, you are experiencing any discomfort please find a staff member with whom you are comfortable and talk to us.

Academic

- Pre-travel assignments – review as a group, allow delegates to share
- Review each section of the Program Guide – Assignments, Activities, Journals, etc.
- Discuss what you will do in your small groups
- Facilitate the “Ambassador Exchange” activity from the Program Guide **(WLF only)**
- Discuss the final presentation **(LS only)**

Final Meeting Agenda

Final Meeting Agenda for Leadership Groups

Conduct individual student conferences to return assignments, review departure information, and give the Academic Evaluation. While you are holding your meetings, please be sure the other delegates are working on a journal entry or a reflection assignment in their Program Guide.

- Return any assignments that have not been passed back to the students, i.e. pre-travel and program guide.
- Confirm each student's travel plans once again; if there is a conflict in information between the schedule and what the student is saying, **advise the Site Coordinator immediately.**
 - If the student is traveling by air, confirm their flight information. Give the students their checkout time. They will need to be down in lobby or breakfast area at their designated check-out time. The check-out time allows students one hour to check out and eat breakfast before shuttle departure. They **must** out-process with staff at the checkout table and wait in a designated room/area until their shuttle arrives. Encourage them to eat breakfast.
 - If the student is being picked up by parents, they will need to be downstairs **with their luggage** by 7a.m. They **must** out-process with us at the checkout table and wait in a designated room/area until their parent arrives. Please ask them to call and remind parent pick up time is by **9 a.m.**
- Remind students they are in charge of setting their own alarm clocks and wake up calls.
- Review Academic Evaluation and obtain the delegate's signature.
- WLF DELEGATES: Give them the only copy of the form. They DO NOT receive academic credit, but they may take their form to their teachers to propose extra credit or assist with excusing absences. They may also hold on to it for future college and special program applications.
- LEADERSHIP SUMMIT DELEGATES: Give them the yellow copy of the form. Explain that the students will be receiving a transcript in the mail in the next few months. They will want to take the transcript to their school in order to receive credit, or hold on to it for future college and special program applications.

Other Items

- To all students: **EVERYONE** must pack before lights out! Leaders will verify during bed checks to ensure everyone is packed!
- Final event dress code- please check itinerary

- All leaders will monitor their floor after the event. Students will be making their good-byes; keep in mind the early rise for departures. Staff will be available in the lobby for early departures.
- **EVERY STUDENT MUST CHECK OUT** with program staff at the checkout table prior to leaving the program! They can turn in their key at that time.
- Leaders will turn in the following in their folders prior to their departure:
 - Health forms
 - Success contracts
 - Copy of the Academic Evaluation (Summits Only)
 - Program phones with chargers (for applicable leaders)
 - Leader out-processing duty is 1.25 hours prior to your departure.

Departure Day Duties

As with registration day, you will need assistance to get all students and staff to where they need to go. Once you are aware of the staff departure times, you will need to assign duties to leaders. Provide these assignments to leaders with the Final Meeting Agenda and Student Reminders.

- Primary leaders will be in charge of student check out
- Site coordinators will be in charge of staff check out.

Use the staff departure list sent to you via email from the program office to complete the **departure day duty assignments**. Staff will be assigned a shift anywhere from an hour to an hour and a half. Try to arrange the schedule such that a leader's shift will lead them right up to their shuttle departure time; assume that their shuttle will depart at least three hours prior to take off. Changes to this list may need to be made as the staff's flight times may change.

- **Station 1** – Checkout - Highlight the student's name on the alpha roster as they check out. Early departures (before 7:00 a.m. will receive a boxed breakfast.)
- **Station 2** – Shuttle Pick Up - Highlight each student's name from the shuttle list. Shuttle riders should be completely checked out 45 minutes prior to departure. If, at 45 minutes to departure a student is not checked out, have **"runners"** (see below) phone their rooms or physically knock on doors. If a student is not present in the checkout area 30 minutes prior to check out, have runners go to the students' room to wake them up. Shuttles will begin boarding 30 minutes prior to their departure.
- **Station 3** – Parent Pickup – Parents must show identification and be named on the Parent Sign-out sheet OR the Emergency Contact List. You may also need to check the deviations folder should a change in pick up plans been reported to the program office or at registration. Ask a runner to go to the holding area to announce the student's name.
- **Runners** – Runners are utilized to wake up students who have overslept. Be diligent in getting students to their shuttles in a timely manner. Runners will also announce shuttle departures to awaiting students and notify students of parent arrival.

ASSIGNMENT	INSERT TIME HERE	INSERT TIME HERE
STATION 1 - Alpha Check-out		
STATION 2 - Shuttle Check-out		
STATION 3 - Parent Pick-up		
Runner/Phone		
Runner/Phone		
ASSIGNMENT	INSERT TIME HERE	INSERT TIME HERE
STATION 1 - Alpha Check-out		
STATION 2 - Shuttle Check-out		
STATION 3 - Parent Pick-up		
Runner/Phone		
Runner/Phone		

Student Pick-Up Information



Stanford University Leadership Summit

****Student Pickup Information****

Students must be picked up Friday, August 17, between 7:00 a.m. – 9:00 a.m.

****All students must be out of the Residence Halls by 9 am****

To report any changes to your student's travel please contact our Spokane program office at
People to People Ambassador Programs (800) 669-7882

**Stanford University: Governor's Corner
589 Governor's Avenue
Palo Alto, CA 94305**



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Bed Check Schedule

BED CHECKS

Room	Student Name	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	Day 8	Day 9

My rooms to check are _____, _____, _____, _____, and _____



Leadership Summit

Tuesday, June 15, 2014

- | | |
|----------|---|
| 7:00 AM | Breakfast |
| | Academic Address |
| | Small Group Time |
| | Lunch |
| | Personality Assessments or 7 Habits Workshops |
| | Dinner |
| | Small Group Time |
| | Ice Cream Social |
| 9:00 PM | Curfew |
| 9:30 PM | Bed Checks |
| 10:00 PM | Lights Out |



Leadership Summit

Tuesday, June 15, 2014

Weather & Reminders

WEATHER:

High 92°/Low 68°

Weather today will be partly cloudy with a 40% chance of rain.

REMINDERS:

Wear your comfortable shoes-lots of walking today!

DON'T FORGET TO BRING:

A water bottle

A raincoat or umbrella

Lanyard and name badge


Program Guide

Pen or pencil

Camera

Smile! 😊😊😊 Have a good day!!!

Staff Contact List Example

	<h1>Have a wonderful program!</h1>		People to People Leadership Summit: Business & University of Chicago July 31 - August 9, 2013 HI95045 FB4	
Name	Position	Bus #	Room	Phone #
Jesse Lenz	Site Coordinator		E115	(509) 590-5364
Brett Shingledecker	Logistics Coordinator		C527	(509) 590-9743
Claudia Druanceau	Academic Primary Leader		C805	(509) 742-0916
Dania Aldouri	Primary Leader		C125	(509) 795-9462
Bus 1: Driver:				
Jean Brown	Teacher-Leader/Grp 1	1	C816	509-368-1138
Veneice Daniels	Teacher-Leader/Grp 1	1	C731	
Kathy Hudson	Teacher-Leader/Grp 2	1	C813	
Michalord Lamptey (OBSERVER)	Teacher-Leader/Grp 2	1	C914	
Candy Hoffman	Teacher-Leader/Grp 3	1	C705	
Alexis Brown	Teacher-Leader/Grp 4	1	C803	
Bus 2: Driver:				
Deb Bolinger	Teacher-Leader/Grp 5	2	C815	509-368-1123
Ananda Rajapaske (OBSERVER)	Teacher-Leader/Grp 5	2	C505	
Katherine Pavidis-Esquire	Teacher-Leader/Grp 6	2	C815	
Ed Caplan	Teacher-Leader/Grp 7	2	C603	

IN CASE OF EMERGENCY CALL:		Other Important Numbers:	
Business Hours:		Meet and Greet: Great Adventure Tours Linda Chestnut – 519-992-0010 or l18chesnut@iuno.com	
Rachel Notson	Program Manager	Bus Transportation - Callaway Rahsaan Odom 443-804-3617	
DC Office	Monday 9am EST - Friday 6pm EST	DC Fax Number: 1-877-301-3073	
Spokane Call Center	Monday 9am EST - Friday 8pm EST	Fax # for Health Forms received onsite: 1-877-795-1594	
After Hours or if unable to reach Program Manager:			
Weekend On Call	Rotating PM after 5pm Friday		
Spokane Call Center Alt #	Everyday 24/7 in summer		
Duty Officer	Everyday 24/7 in summer		
Leader Incidents After Hours:			
Leader Issues On-Call	Friday 8 PM EST - Monday 9AM EST		
Program Site Email: FB4Program@gmail.com		Incident Report Email: LPIncidentReports@peopletopeople.com	

Student Departure Reminders

DEPARTURE REMINDERS:

- ✓ Pack up all my belongings by _____ night at bedtime!
- ✓ Set my own alarm clock and cell phone (if I have one)
- ✓ I need to be at check-out by _____ to eat breakfast and check out before my shuttle arrives!
- ✓ If my parents are picking me up, I need to be at check-out (with all of my belongings) no later than **7:00a.m.**
- ✓ **Bring keys to turn-in at time of check-out or lost key incident will be completed and fees may apply according to lost key policy of the university or hotel.**

DEPARTURE REMINDERS:

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