

COMMUNITY RELATIONS MANAGER IN BLA PROTOCOLS

Position	Hours	Role	Scheduled Components
Community Relations Manager	6:00-8:00AM daily, 12:30-7pm daily Except for field days when the focus of time is in the am.	<ul style="list-style-type: none"> Coordinating with Community Partners Community Celebration Lead 	

How to conduct setup week meetings and distribute gifts

Login to Guillermo's wifi at the boat ramp. You will use this to send status to the Program Manager.

Distribute community gifts.

- ☐ Update the "Community Task Table" and note gifts that need to be delivered.
- ☐ Utilize the meetings below to support distribution.
- ☐ As presents are distributed, use the "Received" column in "BLA Community Relationships and Gifts" to record what has been distributed.

Meet with Boat Guides

- ☐ Review the schedule.
- ☐ Discuss cancelations and fees we pay if we cancel. Prior year, we paid \$100.
- ☐ Discuss meeting at the ramp (unless specified) and collectively reviewing the plan for the day, including changes due to weather if needed.
- ☐ Payments made halfway through and at the end of the program.
- ☐ Always bring a fishing pole and we will have sashimi supplies.
- ☐ Review policies:
 - No smoking.
 - When students are in the water watch and follow.
 - Confirm that each guide will always have a working radio on board.
 - The number of people on boats must be consistent with insurance.
 - Please be consistent as possible, as we want students to build a relationship with you.
 - Boats should stay within visual proximity.
- ☐ Communicate weather or personnel changes to me through Messenger or What's app.

Meet with Alejandrina.

- ☐ Collect "Cook's Financial Worksheet" and cross-check supporting documentation. Collect what has been spent so far and provide her with additional worksheets and envelope if needed.

- These funds and receipts do NOT mix with the cash in the safe.
- ☐ If all funds have been expended, provide her with additional petty cash and use the cash agreement to transfer funds. Have her sign the original petty cash agreement and provide receipts.

Meet with BLA Authority

The Community Relations Manager, the Program Manager, and the Safety Officer whenever possible will meet with local emergency professionals to understand availability, communication, and vehicles. In BLA we meet with the local clinic, the navy, and police. With each group we communicate our presence there with the full group and understand their resources and the best way to communicate with them. At the end of these meetings the Community Relations Manager will update meeting notes and send this over to Lindsay, who will update the manual and binders.

Clinic meeting - For Medical Emergencies

Background Information:

- In the past, the doctor was placed by the government in the clinic on a rotational basis. However, Dr. Parra decided to stay in Bahía and make this her home.
- Dra. Parra works at the clinic and has a private practice that operates out of her home near the gas stations on the West side of the road.
- What they can treat depends on the severity.

Clinic Meeting		
Time	Task	Notes
3 minutes	Introductions	<ul style="list-style-type: none"> • Reason for visit • Brief introduction to Ocean Discovery's work here • History of our relationship and how we have worked together in the past • Our location, average number of people, and dates present • Review the below to identify what changes there are.
3 minutes	Doctor information & Accessibility	<ul style="list-style-type: none"> • Name – Dra. Parra • Length of time at the clinic – Multiple years • How long will you be here (this summer, vacation plans, etc.) • Clinic hours of operation – 8am – 4pm Monday through Friday • How to get in touch with the Dr. after hours – Ring the bell at the clinic • How can we get in touch with you in general (What's App) – enter into phone and test
3 minutes	Resources	<ul style="list-style-type: none"> • What resources are present here? <ul style="list-style-type: none"> ○ Medical pass to cross the border - yes

		<ul style="list-style-type: none"> ○ Ambulance – not functioning and if it were functioning, it would go to San Quintin or Guerrero only ○ Anti-venom (snake) – yes ○ O2 - yes ○ Backboard - yes ○ EKG - yes ○ Antibiotics - yes ○ Pain pills - yes ○ Epinephrine – no ○ Xrays – no ○ Medical pass for border crossing (if not, how to obtain) – yes, contact Dra.
3 minutes	Emergency	<ul style="list-style-type: none"> • Confirm all information, including contact information, on MOD Clipboard Contact Sheet. • Get on their wifi so that this step could be skipped if something were being addressed.

Police meeting – For Crime or People-Related Emergencies (if not available, seek help from the Army located toward La Gringa)

Background information:

- Police shift changes every Tuesday. Visit on Tuesday or Wednesday and then again the following week. Be sure to give hats to both groups.

Police Meeting		
Time	Task	Notes
3 minutes	Introductions	<ul style="list-style-type: none">• Reason for visit• Brief introduction to Ocean Discovery’s work here• History of our relationship and how we have worked together in the past• Our location, average number of people, and dates present
3 minutes	General Information	<ul style="list-style-type: none">• Names of main contact and rank• Confirm rotation date with next shift• How to get in touch with the Police in case of an emergency? If a number, enter into phone and test.• Ask them to come to the station to see our location. Ask the Mayor or another official to request this if appropriate.
3 minutes	Resources	<ul style="list-style-type: none">• Confirm all information is correct on MOD Clipboard Contact Sheet.

Supplies

- Gifts
- MOD Clipboard

Meet with CONANP.

- ☐ Get the total number of bracelets needed for the summer. This will be cued by the Program Manager.
- ☐ Prepare cash to pay for “Day Permit Bracelets.”
 - Have dollars changed for pesos. Bracelets can only be paid with pesos.
 - Each bracelet costs \$54 (pesos).

Follow-Up

- ☐ Make changes to schedules and communicate to staff as needed, based on the meeting outcomes.
- ☐ Provide the bracelets to the Field Research Manager who will hold and distribute when needed.

How to manage daily and weekly community relations tasks in BLA

Daily

- ☐ Confirm the coming day activities with all partners including meeting time and location.
- ☐ Update and execute the “Community Task Table.”
- ☐ Update the “BLA Community Relationships & Gifts” as needed.
- ☐ Monitor Kitchen Management and communicate with Alejandrina as needed. This includes coordination of the menu, kitchen, inventory, and staff.
 - Change numbers for meals if needed.
 - Assess water, ice, and other beverages (just in the kitchen).
 - Discuss menu changes if needed.
 - Ensure kitchen protocols (e.g., removing food 3+ days or older from fridge, freezing food waste) are being followed.
- ☐ On boat days, see the role of the Community Relations Manager in the [“Trip Safety Team.”](#) Bring and distribute name tags for partners.
- ☐ Facilitate Community Research Partners’ experience with our program.
 - On days prior to community research partners participating, these partners will attend Know it! Own it! to provide an introduction. Attend these sessions and welcome and provide an introduction of the partners to the students. Provide the partners their donation at the end of the session (there may be exceptions, for example, whale shark partners come in the morning before the research).
 - Alert the Field Research Manager that you need electronic copies of the data sheets to provide to partners.
 - On non-boat days, meet the community partners at the field site locations when needed. Bring and distribute name tags for partners. See above for boat days.
 - When with partners, take photos and get a group photo of all community-based research groups.
 - Send thank you, photos, and data sheets following the experience.

Weekly

- ☐ 3x/ week schedule time to conduct community visits. (2 hours/ visit)
 - Avoid scheduling in the morning (most of the guides are out on the water) and during siesta.
- ☐ Assess “Community Task Table.”
 - Assess priorities of who we haven’t seen/met with.
 - Ensure we have good photos with the community. If we do not, take good photos of each community member with students. This will be used for end of summer certificates.
- ☐ Assess the number of days you will be in the field and need a bracelet. Secure these ahead of time in your personal gear. You will not always be part of gear check and will need these ahead of time.

Day 1

- ☐ Upon student arrival, stand in the buffet line and introduce each person to the kitchen team for the first dinner.
- ☐ Field Station Orientation – for student and staff introduction.

Day 5

- ☐ Begin *Preparation for the Community Celebration* and schedule in days
See [Community Celebration in BLA](#)

Day 6

- ☐ Staff meeting during siesta.

Program Mid-point

- ☐ [Distribute petty cash and payments to community partners.](#)
- ☐ Meet with Alejandrina to confirm plans for the [Community Celebration](#). This includes:
 - Review the menu.
 - Review the table setup and that she will bring table cloths. The food will be on a buffet on the patio.
 - Confirm estimated numbers (typically 150).
 - Organize getting chairs from Bibi and Hector (she generally has about 30).
 - Have Alejandrina take money and make a receipt for laundering her table cloths and include in her cash reconciliation.
- ☐ Organize staff laundry by coordinating with Carla to confirm she can do the wash. Have the Program Manager assign half of staff to laundry on Day 5 and the other half on Day 7. Submit receipt for reimbursement.

Day 12

- ☐ Collect “Cook’s Financial Worksheet” and cross-check supporting documentation. Collect what has been spent. Add this to the other total on the worksheets, collected at the beginning of the program, and determine if Alejandrina owes money to Ocean Discovery.
- ☐ Sign the Petty Cash Agreement upon transfer of funds.
- ☐ Provide all documentation to the Director of Finance.

Last day

- ☐ Schedule 2 hours to complete community relationships.
 - Ensure all payments and gifts have been disbursed before departure.