

FELLOWSHIP *for* INTERNATIONAL SERVICE *and* HEALTH



2019-2020

ASSOCIATE TRAINING GUIDE

Mission Statement

"Collaborating with our local and global communities to provide sustainable health and educational services."

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Dear new FISHies,

Congratulations on making it into FISH! You have been selected from a pool of highly competitive applicants and we are truly looking forward to see how each and every one of you will contribute to our organization. We have no doubt that you will all bring so much passion, integrity and talent to FISH and are very lucky to have you on our team!

During your time in FISH you will learn and grow so much. Our members are culturally sensitive, act with humility and passion and provide the best possible services to the community members in Maclovio Rojas. You will learn to be selfless in the work you provide, act with compassion and empathy as well as be challenged to overcome cultural as well as language barriers. The work FISH does is not just global but local too. FISH will push you to explore the social determinants of healthcare and make you more aware of global health issues. Our members uphold all FISH standards and use them as a guide for the work that we do:

1. Professionalism

Demonstrate awareness of appropriate ways to speak and act in different situations.

2. Spanish Competency

Demonstrate both desire and effort to improve Spanish skills.

3. Drive for Personal Growth

Demonstrate desire to improve quality of work and performance, and hold self to a high standard of excellence.

4. Cultural Awareness and Sensitivity

Demonstrate respect and sensitivity toward diverse populations and make an effort to understand the lives and history of the community we serve.

5. Personal Accountability

Demonstrate ability to manage personal tasks in a reliable, timely manner.

6. Collaboration and Teamwork

Demonstrate capacity to work constructively with other FISH members.

7. Passion for Work

Demonstrate true personal motivation for participating in FISH's work.

8. Selfless Service

Demonstrate desire to serve and capacity to volunteer with full engagement in the task and a friendly, positive attitude.

FISH is a lot more than just a service and health organization. During your time here you will develop a plethora of skills that you will be able to use and take with you wherever you go. You will also meet incredible people along the way who are very excited for you to join our FISH family!

Sincerely,

Monica Habashy
Chief Executive Officer
2019-2020

About FISH



Fellowship for International Service and Health (FISH) is a 501(c)3 non-profit organization run by UCLA undergraduate students. Since its founding in 2004, FISH has maintained a continued presence in the community of Maclovio Rojas, Mexico and established key partnerships with community leaders, local physicians, and other key stakeholders. In recent years, FISH has also undergone major organizational changes to ensure that our services are ethical, culturally sensitive, and sustainable.

Prior to 2015, FISH provided bi-weekly English lessons and clinical services (including BMI, blood pressure, blood glucose, consultations) in the marketplace of Maclovio Rojas. Under the mentorship of Dr. Gitanjali Arora, FISH re-evaluated its clinical services based on current global health ethical standards and temporarily discontinued all marketplace clinic activities.

Some of the fundamental flaws in FISH's prior service model included: (1) creation of a "healthcare system" dependent on international service providers, (2) limited physician oversight and guidance, (3) lack of integration with Mexican non-profits and community-based organizations, and (4) poor communication with community leaders.

After collaborating with UCLA's Global Development Lab to comprehensively assess local health needs, we identified diabetes, hypertension, and rickettsia as major community concerns. The needs assessment process also required frequent meetings with local stakeholders, fostering stronger partnerships with Doña Hortensia, Sra. Maria Luisa, and Sr. Enrique. In addition, we formed new connections with local healthcare providers, namely Dr. Patricia Gonzalez (family physician; UCSD, UABC) and Dr. Roman Chavez (professor of microbiology; UABC).

After the major organizational transition in 2015, FISH has significantly improved the caliber of its English lessons. Our new curriculum utilizes ESL textbooks, projector technology, health education modules, and a donated library. We have also introduced an educational computer lab and Pen Pals program. Our clinical service model has also transitioned from unsupervised marketplace clinics to bi-weekly blood pressure screenings and quarterly health fairs. Our BP screenings are conducted using revised, physician-approved protocols, referrals to local clinics for follow-up care, and health education. Our health fairs, planned in conjunction with community leaders, emphasize health education and healthy lifestyle habits. The youth of Maclovio Rojas have particularly benefited from our new programs, and consistently attend our bi-weekly events.

By emphasizing upstream determinants of health and overall well-being, our work closely parallels global health efforts worldwide. Moving forward, FISH will continue to improve its educational and clinical services with a focus on community partnership and empowerment.

YOUR FISH RESPONSIBILITIES*

*Your compliance to the criteria below are considered for your priority rank in FISH trip sign-ups

Mandatory Biweekly Responsibilities

- General Member Meetings: Odd Week Wednesdays at 7pm
- The training team has carefully crafted Spanish modules relevant to the work we do in Maclovio to help associates learn Spanish. Associates are expected to complete one module and its follow up quiz before each GM. We understand you have other school worries so we make this so it should not take you more than 20 minutes to complete.
- As a team member, you may also have specific projects assigned to you by your team director.

Mandatory Quarterly Responsibilities

- Quarterly Training (Usually Week 2 of Fall, Winter, and Spring Quarter): These are FISH-wide training meetings that delve deeper into medical ethics, Spanish practice, and other ways to meet the FISH Standards to best serve the communities we partner with.
- 1 International Trip to Maclovio Rojas: On the Wednesday before your trip, you must attend the After Meeting Training (AMT), at which you will be briefed and assigned a role for the trip such as teaching the English lesson, BP screening, or flyering. Trips will be on odd week Saturdays, from 4:00 AM to around 8:00 PM. About 12-14 members go on each trip. See more on Page
- 1 Social Event: These are fun events at which you can hang out with your fellow FISH members and meet new people! Events like Dinner for 8 FISH, Salsa Dancing, and Movie Nights are spread throughout the quarter.
- 1 Domestic Service per quarter: FISH is active not only on an international scale, but also on a internal scale. Domestics are service opportunities within the nearby Los Angeles Community. Members arrange to carpool and prepare for their service on the car ride over. See more on Page 8
- Become Hypertension trained (Fall Quarter)
- FISH Alumni Panel (Winter Quarter)
- FISH Banquet (Spring Quarter): A fun evening of reminiscing our year's memories and friendly talent competition between teams.

What to do if you cannot meet these requirements

- Acceptable excuses (midterms, illness, family emergencies, unavoidable conflicts, etc.) are reviewed on a case-by-case basis. You must email the following individuals at least 48 hours in advance informing them of your situation: Your respective Team Leader (see contact info on table of contents page), logistics.fish.ucla@gmail.com, and officers.fish.ucla@gmail.com
- If you do not inform FISH Officers of your absence on international trip before GM the week of trip, you will need to go on two trips that quarter to make up for the missing one.

Spanish Fluency Tips

- Interact with Spanish speakers, like your fellow FISHies
- Utilize Training tools like Spanish modules and Quizlet sets
- When practicing prioritize speed, fluidity, and pronunciation
- 99% of the time, Spanish words sound exactly as they are spelled
- Incorporate Spanish into your leisure time:
 - Sing along to Spanish music to improve pronunciation or
 - Watch movies or TV shows in Spanish to improve listening skills
- Try doing simple tongue twisters to practice difficult sounds
- It is okay to make mistakes! Just keep swimming!
- Practice is key!!!

Meet the Teams

OPERATIONS BRANCH

TRAINING

The Training Team is like the backbone of an actual fish because it brings the different branches of the organization together by ensuring that every associate has up-to-date knowledge and skills to make Mexico trips a success. Training hosts quarterly trainings and after meeting trainings (AMT). The purpose of quarterly training is to have associates practice Spanish and improve their classroom teaching skills, among other things. Our AMTs occur before every trip so that associates can practice their Spanish, run through the English lesson plan for that specific Saturday, and practice taking blood pressure. Training Team associates have the opportunity to think critically about ways they can improve the organization as well as serve as leaders within FISH.

LOGISTICS

The Logistics Team works to ensure that FISH runs smoothly and efficiently. Logistics is responsible for coordinating and optimizing trips to Mexico, domestic events, and socials. Our tasks include organizing paperwork and transportation for the trips to Maclovio Rojas, taking attendance to keep associates accountable for their requirements, as well as reminding members about upcoming events. Additionally, Logistics takes inventory of the materials we have in storage in Maclovio Rojas to make sure that supplies are easily available and restocked for our English lessons and Blood Pressure station. The Logistics Team strives to make sure everything is accounted for and organized in order to ensure necessary information is streamlined and accessible.

FINANCE

The Finance team manages the club's budget by monitoring spending and buying the supplies that other teams and each trip need. In doing so, Finance ensures that the club is financially secure and can continue each year/quarter. In addition, Finance applies to grants in order to fund our various projects. This is extremely important since without funds, FISH would not have the means to travel to Maclovio or have the necessary supplies for the classroom. Personally, I have found writing grants rewarding because you get to see the tangible and fairly immediate outcome. For example, one grant provided for the computers we now use for Duolingo on trips. This has been a great addition to the English curriculum but never would have been possible without the grant. Finance is an integral part of FISH and enables the club to continue functioning by supplying and managing the necessary funds.

INTERNAL BRANCH

DOMESTIC RELATIONS (DR)

DR is responsible for maintaining FISH's service efforts within the United States. DR has collaborated with organizations such as Medical Aid Initiative, Greater West Hollywood Food Coalition and Reading to Kids, providing resources and support to help aid them in their respective mission. In addition, DR is in charge of strengthening the bonds between associates within the organization by hosting social events such as Dinners for 8, Ball is Life, movie nights amongst many others as well as establishing the Big/Little FISH network. DR strives to establish relationships with professionals, build stronger bonds within FISH and serve the Los Angeles community.

PUBLIC RELATIONS (PR)

Public Relations is responsible for the presentation of FISH through materials that can be shared to members and the residents of Maclovio Rojas and the Los Angeles area. This team focuses on a variety of mediums, such as print, film, and photography to ensure that FISH is well represented through social media and community connections. They work to create aesthetically pleasing fliers, posters, and newsletters to promote FISH events in Maclovio and provide educational materials, such as blood pressure information and health fair dates. Additionally, PR is responsible for filming a yearly "About Us" video, promoting the positive impact of FISH. After taking headshots of each member, PR also updates the FISH website with leadership biographies and departmental changes. PR creates a lasting impact on FISH with its ability to document the group's journey and establish the connection between members and the people they serve.

EXTERNAL BRANCH

INTERNATIONAL RELATIONS

FISH's International Relations team consists of a diverse group of students that are passionate about communication, health, education, and international relations. The team works to fulfill FISH's mission by creating innovative methods to engage students in Maclovio Rojas through English presentations and activities. In addition, members communicate with the community leaders of Maclovio Rojas and sit in on meetings to discuss the relationship between FISH and the city. Most members of the team are fluent in Spanish and are key in helping maintain communication during large scale events such as health fairs. As a whole, the team seeks to expedite FISH's effectiveness in Maclovio Rojas by engaging with leaders and students in Mexico.

RESEARCH & DEVELOPMENT

Research & Development associates collaborate with other teams to assess and meet the needs of Maclovio Rojas. One of our projects included creating a focus study to better understand the citizens' interaction with their local health insurance providers. As a team, R&D worked to research what types of health insurance were available and the efficacy of the services provided. R&D is using this focus study and survey data to brainstorm a process to define major concerns. Projects like these teach associates about healthcare access in Mexico, but also gives the opportunity to help!

International Service

Tips and Tricks for A Day in Maclovio

1. Getting up on Time

- You have to be at the De Neve Turnaround by 4:15am at the latest. If you are in an apartment far from The Hill, you may ask your trip drivers to come pick you up. Please do not be late. Pack your bag the night before.
- Know yourself and plan ahead. If you go out the night before make sure you have an alarm set or someone else to wake you up. Excluding drivers, you can sleep on the way to and from Maclovio so don't feel pressured to fall asleep at 7pm the night before, but make sure you do get adequate rest.

2. Your Bag (AKA Things You Can and Should Bring)

Essentials

- Trip Waiver - If not already submitted to trip leader. This can be found on our website. Go to the "Associates" tab and then it will be under "Important Documents." The trip waiver will also be emailed to you before the trip.
- Valid PASSPORT - You need this to get back into the country. Check, double check and check again before you leave your dorm/apartment and then again when you are in the car. Your passport cannot be expired! Passport cards are okay. Please check with a FISH officer or director if you are unsure if your card will work.
- Water Bottle - It is a long day and it is very important that you stay hydrated throughout.
- Method of Payment for Breakfast - You are responsible for buying your at breakfast (we usually stop at Mickey D's), so if you would like to save money bring something to eat. If you are on The Hill, swipe for a pastry or something at late night.

Suggested

- Toilet Paper - If you feel generous, bring the whole roll. Sometimes the restaurant runs out.
- Hand soap
- Hand sanitizer
- Sweater / Jacket
- Extra clothes for the drive home - shorts, change of socks
- Pillow - a neck pillow or a small pillow for comfort
- Sunscreen
- Aux Cord and dongle for newer iPhones
- Cash - for churros at the border!
- Snacks

Senior Memories with Spencer Gilles, '18

"FISH has been such a wonderful part of my time at UCLA, and I will miss everyone I was lucky to meet along the way. Here's a list of some things I will never forget: every single Ball Is Life social, getting prank called by the FISH Officers, Gilbert's infamous Overnight Retreat videos, "the balloon game," FISH Gala 2017 (everyone knows DR won the talent competition), B-Pham's salesmanship abilities, Lam The 4th keeping Roccas lit, all of my trips to Maclovio, our parking attendant amigo, and every taco I ever ate at Tacos Especiales. Thanks for the memories FISH!"



3. Before Getting to Maclovio

- Expect to get to breakfast around 6:45am. You are responsible for paying for your own breakfast. The earlier your group is able to leave, the better! It's important that we are able to secure a good location in the marketplace for our health services.

4. Maclovio

- On your way to Aguas Calientes, aka the community center, you will pass a street market. Occasionally FISH associates go there to distribute flyers and conduct surveys. This is also where blood pressure screenings happen.
- There will also be dogs running around. They are very cute, and a lot of them are puppies, but you should not touch them, as they might have ticks that carry diseases.

English Lessons

- Expect English lessons to begin around 9am. As students come in, sign them in and make sure they have completed snack and photo waivers. Your day may or may not include activities related to the lesson, pen pals, Duolingo and more! Refer to the trip agenda, which will be emailed to you during the week of your trip, for specific activities and duties.

Blood Pressure in the Marketplace

- We have recently started taking BP in the marketplace. In order to conduct BP screenings, you must be SREC trained (dates of which will be posted at biweekly meetings and mentioned in weekly emails)
- You will set up a tent in the marketplace with multiple stations and you will be assigned a role. Roles include check in, waivers, taking BP, advertising, consultations and occasionally surveys. Refer to the trip agenda for specific activities and associate duties.

Health Fairs

- We partner with community doctors to provide health care services to Maclovio Rojas. In the past, we have had dentists, optometrists, and fitness instructors volunteer their time. Refer to the trip agenda for specific activities and associate duties.



5. After Maclovio

- When you will leave Maclovio depends on the list of things that need to be done on that specific trip. Earliest you will leave is approximately 12:30pm and the latest will depend on the length of a health fair.
- Then Tacos! If you are vegetarian your options are a bit more limited, but still extremely satisfying! During this time you have the chance to go to the bathroom, wash up, change, and debrief. The tacos are amazing.
- The man who works in the parking lot is named Marco. He is very welcoming to us and always helps us navigate parking.

6. The Border

- The line for the border can take as little as 30 minutes and as many 4 hours. So pee before you leave the taco restaurant.
- They have vendors at the border, and the churros are to die for!
- The person in the passenger seat will have you take out your passports before you get to the border. While you are dealing with border security, answer their questions only if directed to you and as simply as possible (do not mention you were doing anything medically-related; English lessons is always safe to say). The driver usually answers their questions, if they have any. Make sure you have your passports back before you drive too far.

7. Arriving Back at UCLA

- Expect to be back after 7pm. If you are back earlier, then you will be pleasantly surprised! Some trips have gotten back as late as 11pm. It really just depends on the border line traffic.
- Drop off is usually at De Neve Turnaround, unless you arranged to be dropped off at your apartment in Westwood with your driver.
- Congratulations on a successful FISH Trip! Now you can rejoice, relax, and recharge!

Senior Memories

Kylie Rostad, '18



"FISH taught me how to ask someone what they need, not just assume I know what is best for them. And that lesson transcends our work abroad; it applies to friends, domestic volunteering and general work with others. FISH showed me the importance of communication and openness to learning all while giving me a great opportunity to meet some awesome people and do a few cool things. Also eat some of the best tacos that will be sorely missed so you should bring me some."

Megan Ren, '19



"FISH taught me what it means to actively connect with another community and challenged me to raise my personal expectations of cultural competence. After all the 4AM drives, I discovered a passion for global service that I wish to incorporate into my career and met amazing people who are now some of my closest friends. From learning about compassionate care with Dr. Gonzalez to laughing with the kids in English lessons, from Vineet's walkie-talkie games at the border line to Mike's impeccable churro-ordering Spanish, and from late night taco runs to being stranded outside in the snow during winter retreat 2017, FISH has enriched my undergrad experience in ways I would never have imagined. Thanks for all the sweet mems, and for teaching me how to drive in any environment."

Domestic Service Projects

Throughout the years, FISH has developed close relationships with local service based organizations Reading to Kids, Medical Aid Initiative and the Greater West Hollywood Food Coalition. The goal is to increase FISH associates' exposure to various issues occurring not just in Maclovio Rojas, but in the communities around them. These diverse organizations that we have worked with throughout the years have helped FISH associates learn more about local issues and simple means of getting involved.



Some FISH officers and associates at a Reading to Kids Domestic



Reading to Kids is a nonprofit organization dedicated to inspiring underserved and at risk youth who have a passion for reading, hoping to inspire opportunities for future success.

On the second Saturday of every month, Reading to Kids gathers over 730 children and 360 volunteers at eight different Los Angeles elementary schools. At the reading clubs, pairs of volunteers will read aloud to groups of children while parents will receive training on how to encourage reading at home. Reading to Kids also organizes book donations and drives to distribute amongst the children.



The Hollywood Food Coalition (HoFoCo) is a service organization that works to feed the homeless population here in Los Angeles. Founded in 1987, the GWHFC provides food to over 150 individuals on a daily basis. FISH associates have served alongside the GWHFC as food servers and part of the meal preparation/clean up crew. Through this experience, associates have been able to interact with the underserved community in Los Angeles and get a better understanding of the issues and struggles they face.

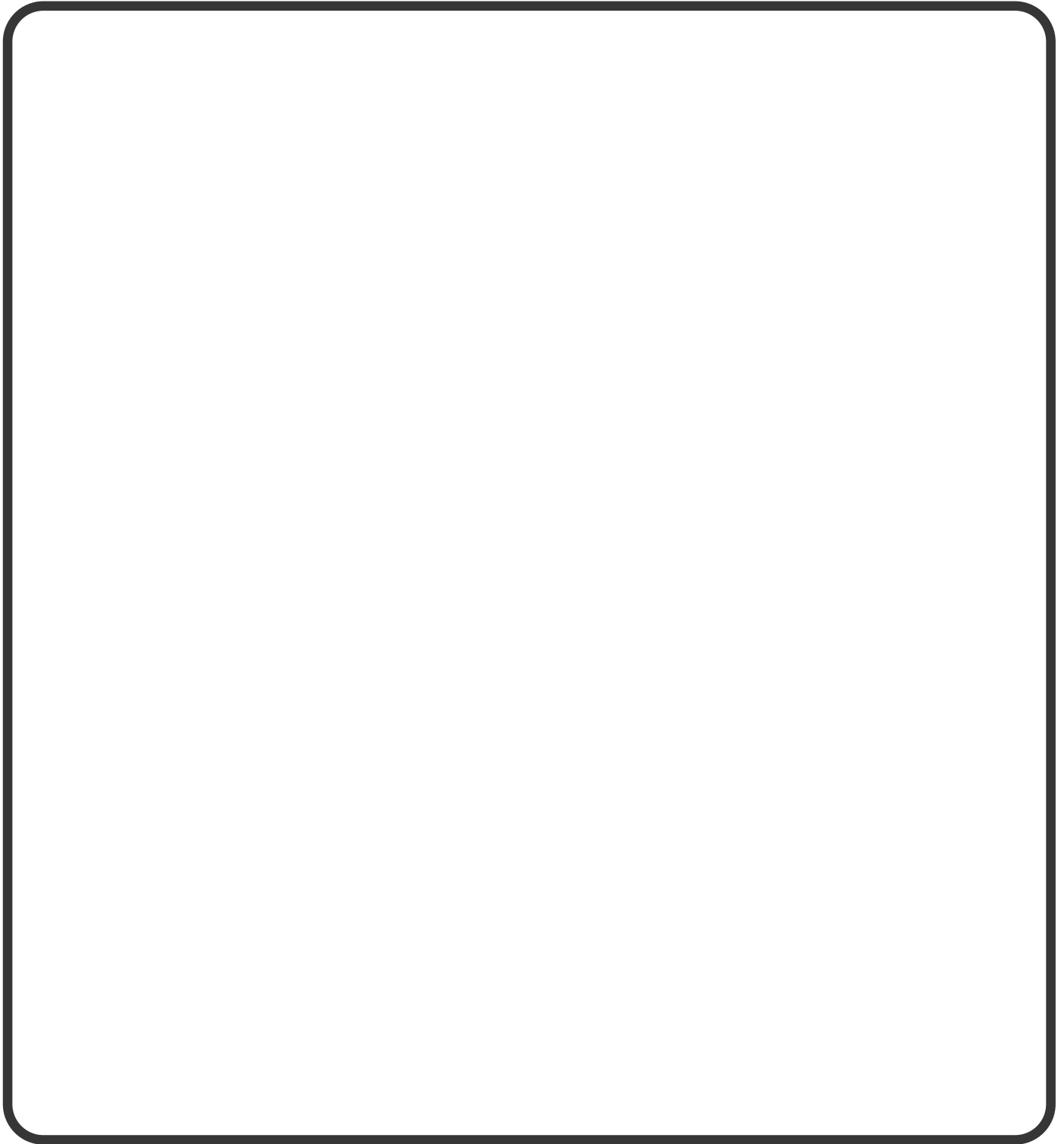
Moving forward the Domestic Relations team hopes to increase FISH's exposure by working with other organizations on campus. FISH has worked with the **Bhagat Puran Singh Health Initiative (BPSHI)** by presenting at one of their monthly clinics about arthritis. BPSHI is another student run organization at UCLA that provides health screenings and health-care interventions to underserved South Asian communities. In the future, FISH would like to present more at these fairs and work with more organizations.



FISHies at a BPSHI health fair



Letter to Future Self

A large, empty rectangular box with a black border and rounded corners, intended for writing the letter to the future self.