

Tour Guide Volunteer Orientation Packet

2024



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Cox Adult Tour Guide Volunteer: 2024 Job Description

All Activities at Cox Arboretum MetroPark are program driven and staff led.

All volunteer jobs are subject to evaluation.

Work Location: Cox Arboretum MetroPark

Mission: Arboretum Guides enhance the visitor experience by providing a personalized and educational tour of the Arboretum, sharing the history, purpose and mission while interpreting the grounds.

Impact: This volunteer group provides quality education which assists the visitor in their exploration and discovery of the grounds and encourages a desire to form a deeper understanding and connection with the natural world.

When: Tours can occur any time the park is open (8 am to dusk) throughout the year but most take place between May and September.

Qualifications:

- Interest in the outdoors, plants and nature. Should have a desire to gain more knowledge on these subjects, and enjoy sharing this knowledge with visitors.
- Ability to communicate information to others.
- Willingness to interact with a variety of people.
- Ability to walk the grounds.
- Training and approval of tram operation for tram guides.
- Training, approval and two times shadowing for tours for tram and walking guides.

Commitment:

- Volunteer at least 6 hours per month during touring season (May – September).
- Attend enrichment workshops throughout the year to increase knowledge.
- Pursue development and understanding of best practices in interpretation and horticulture.
- Support Five Rivers MetroParks and Cox Arboretum with a positive attitude and enthusiasm for nature.

Reporting:

Go-to staff is Betty Hoevel, Historical and Cultural Resources, Education Coordinator

Responsibilities and Duties:

- Become knowledgeable about the Arboretum, current projects, conservation connections, particular plants, and information relevant to first-time visitors.
- Introduce visitors to the Arboretum, conduct educational tours, and interpret the gardens and woodlands to interested visitors.
- Organize group to provide a positive learning experience.
- Arrive with enough time prior to the scheduled tour to prepare the tram and gather any other needed materials, as well as greet visitors when they arrive for the tour.
- Share your enthusiasm and knowledge as you interact with visitors.
- Depending upon desire and skill, drive tram
- Please remember - it is okay if you do not have all the answers.

Training:

- An orientation and introductory workshop will be held before the spring season begins. Additional enrichment workshops will be held throughout the year.

IMPORTANT NUMBERS

Primary Staff Contact

Betty Hoevel (Education Coordinator (937)276-7052 work/(937)298-7913 cell

Other Staff

Derick Sloan (Technician) (937)344-5884

Brandon Thompson (Park Manager)

Jennifer Davit (Horticulturist)

JoAnn Pennington (Cox Facility Rental Coordinator)(937)278-2657

Yvonne Dunphe (Volunteer Coordinator).....(937) 238-8887

Five Rivers MetroParks' Main Number (937)275-7275 (275-PARK)

Cox Arboretum Front Desk.....call main number and ask for Cox

Emergencies **911**

1. Give the address and your location within the Park

Cox Arboretum MetroPark

6733 Springboro Pike. Dayton, OH 45449

2. Explain the nature of the emergency
3. Call Betty. Call/contact the front desk and let them know there is an emergency, that you've called 911 and request that the receptionist notify a Ranger.
4. Send someone to the parking lot to watch for the arrival of emergency personnel and assist them with locating the situation.

Non-Emergencies

Call a MetroParks Ranger (937)535-2580

1. Explain the nature of the emergency and your location within the Park.
2. Call the front desk to let them know a Ranger is on the way.

SHIFT ROUTINE —TOUR GUIDES—TRAM AND WALKING

PREPARATION

- When volunteering, wear your nametag at all times.
- Dress for the tour (walking—rain gear, layered clothing, sturdy walking shoes; walking and tram—hat, sunglasses as needed)
- Bring a water bottle and/or drink plenty of water during your shift, especially on hot summer days.
- Be aware of poison ivy & other annoyances (ivy in woods or trails edge, ticks & chiggers in grassy areas, new pathways being constructed, low ground areas full of moisture)
- Discuss any special needs associated with the tour
- Weather questionable? Work with Betty to determine a back-up plan
- Find out if there are new things in bloom, projects, or other activities of interest.
- Check in Get Connected

WALKING AND TRAM TOURS

- If more than one tour guide is present, decide best course of action for the amount of people and mobility issues at hand & agree on duties. Duties include
 - Greeter
 - Driver (tram 1 & 2)

TRAM TOURS

- One half hour before tour arrives, come to the maintenance building for the tram key and check in with Betty

BEGINNING THE TOUR

- Designated guide greets the group, introduces the other guides, welcomes to Cox Arboretum, outlines agenda for their visit (including the planned duration of the tour)
- Remind people to turn off their cell phones & to feel free to ask questions.
- Ask the visitors how many of them have been to the Arboretum before and how many have been to a MetroPark before. (remember the #s to record later)

WEDDING SHIFT ROUTINE

AT THE BEGINNING OF YOUR SHIFT

Check with JoAnn or Andrea for any special instructions.

Check in at the front desk. Let the receptionist know that you are there, where you will be waiting for guests and the wedding you are serving.

Check in Get Connected if you have not already done so.

JoAnn or Andrea will be able to unlock the garage so you can get your tram.

A dry erase board will be attached to the front of the tram. Using a dry erase marker, write the name of the wedding party or event that has arranged for the tram.

DURING YOUR SHIFT

Inspect the tram for damage, tire inflation, functionality, etc.

Pull the tram around to the front of the building and wait for guests to arrive

If guests for a different wedding request a ride, you should refuse by letting them know that the party on the front of your cart has arranged the tram for their guests, including a few with limited mobility and that you need to be available to take them to their destination.

Transport guests to the wedding/event destination as they arrive. Feel free to answer questions and host the guests in ways that make sense for the time and situation.

At the end of the event, transport guests back to their cars or the parking lot.

AT THE END OF YOUR SHIFT

Return the tram to the maintenance area. JoAnn or Andrea will unlock the garage so you can put the tram away. If there are any maintenance issues that surfaced during your shift, make a note of the issue and attach the note to the steering wheel of the tram or tell JoAnn or Andrea. Return the keys to JoAnn or Andrea.

WEATHER POLICY FOR TOURS

If inclement weather occurs, such that it will affect the operation of the trams or pose a hazard to volunteers or participants, tours will be cancelled for that day and time.

CONDITIONS FOR CANCELLATION

- Steady rain
- Lightning less than 30 minutes before the start of the tour
- Extreme heat (temperatures over 95 degrees or an announced heat advisory)
- Cold weather (temperatures under 55 degrees)
- Pollution alert
- High winds so that the tram is dangerous to drive or there are flying particles in the air that could harm volunteers or participants
- Muddy conditions that could potentially cause the tram to get stuck or cause bad footing for walking tours

CANCELLATION

The staff lead will notify you if the tours are to be cancelled. In case of sudden storms, the presence of rain and/or lightning will be the end of the tour. If you are leading a tram tour, the tram back to the parking lot. Escort guests from tram and get to safety. Walking tours should go to the nearest building.

TRAM SAFETY

TRAM SAFETY

1. Trams are for transporting PEOPLE ONLY.
2. Speed should be limited to a normal walk.
3. Yield to pedestrians.
4. Do not operate the tram when talking to passengers.
5. Trams should be driven as much as possible on paved paths only.
6. Refer to tram instruction manual for starting, driving, turning, maneuvering and parking instructions.

ACCIDENT OR MAINTENANCE REPORTING

If you have any tram problems, dings, near misses, etc. during your tour, let staff lead know immediately.

SAMPLE TRAM TOUR ROUTE

INTRODUCTION (In the Parking Lot with trams loaded)

HISTORY, WHAT IS AN ARBORETUM? (Before tour starts)

GREENHOUSES/CENTER FOR SUSTAINABLE HORTICULTURE Take the narrow drive to the left of the visitors' center (describe architectural features of visitors center—very brief) and go on to the plaza of the Barbara Cox Center for Sustainable Horticulture (describe BCCSH activities/purposes, loop path statistics)

Continue through the gates of the maintenance area and turn right to the drive in front of the ELG/ MAIMON MEMORIAL GARDEN (describe Maimon and its current purposes)

Turn right and take the path that leads to the KETTERING LEARNING LAB. (point out the Monet bridge, water gardens, TREE TOWER , architecture of visitors center, ALLEE and PERENNIAL ROCK GARDEN) Turn around at the circle, headed back toward the MAIMON

Turn right onto the path headed toward the tree tower and pollinator area and nature play (describe TREE TOWER, POLLINATOR AREA, NATURE PLAY, CONSERVATION CORNER)

Turn around at the circle in the pollinator area and head back toward the SHRUB GARDEN (stop below tree tower, describe hiking paths)

Go between the bottlebrush buckeyes and turn right to go around the lake (describe HARDWOOD GLADE, new NATIVE PLANTING AREAS, renovation of pond, MAGNOLIA AND LILAC COLLECTIONS, dawn redwood, BELL CHILDREN'S MAZE, MEDITATION GARDEN)

When you finish the lake loop, turn right at the driveway to the Maimon and loop the vegetable garden area (reiterate plantings in Maimon, talk about fruit trees, tulip area).

Go back out the gate and turn right headed toward the bottlebrush buckeyes
Turn right after the bottlebrush buckeyes

Go back through the maintenance area and through the gates and through the Barbara Cox center courtyard on to the parking lot

Continue to the OVERFLOW PARKING LOT (talk about BIOSWALE prairie plantings) and make the loop (point out big leaf magnolia, hydrangeas, beauty bush, oak trees).

STONEWALL PERENNIAL GARDEN at the end of the tour (viewed from parking lot)

Return to beginning spot (describe native plant on the slope above the stone all, point out wildflower area and the view of the rock wall perennial garden in the distance.).

SAMPLE WALKING TOUR ROUTES

INTRODUCTION (In the Parking Lot with group together)

HISTORY, WHAT IS AN ARBORETUM? (Before tour starts)

Choose any three from the below-listed sites to make a tour:

1. OVERFLOW PARKING LOT/BIOSWALE—prairie plants best late June through August/September
2. FRONT AREA TOUR: front lake, perennial garden, allee and conservation kids prairie (conservation corner), nature play
3. MID AREA TOUR: middle lake, Monet bridge, back waterfall, back loop going beside hardwood glade, down past taxodium to side of pond with allspice bushes and picnic area with bur oaks, bridge to perennial garden w button bush
4. TREE AND SHRUB TOUR: tree tower, evergreen garden, pollinator habitat area, hardwood glade, (loop around back lake) magnolias, pawpaws, sweet gum, weeping larch, English oaks; shrub garden including new native plantings
5. BACK AREA TOUR: meditation garden, children's maze, dawn redwood, lake with turtles, back of lake and shrubs (magnolias and hydrangeas)
6. MAIMON MEMORIAL GARDEN: including plantings in front of fence—cedars, pawpaws, service-berry, Learning Lab plantings (front and sides)
7. BCCSH—greenhouses, plaza, wildflower propagation area

OR SINGLE LOOP TOUR

Make a tour beginning from the PARKING LOT and following the path to right of VISITORS' CENTER, continue on this path through the PICNIC AREA, going to the left of the MIDDLE LAKE with MONET BRIDGE, toward the MAIMON GARDEN past the bald cypress grove, then head back to the VISITORS' CENTER by taking the path beside the BACK WATERFALL and then continuing with the PERENNIAL GARDEN on your left . Continue across the bridge back to the path you started on and end in the PARKING LOT.

SAMPLE TOUR SCRIPT

HOW TO GIVE A TOUR

What we want visitors to learn/take away from the tour:

Cox Arboretum is an exceptional place, begun and continued by dedicated and talented people (staff, volunteers, donors and supporters) who wanted Dayton to always have a nature spot to enjoy which showcased gardens, native plants and trails alike

While each tram tour follows the same route and visits the same areas and walking tours may visit fewer spots, the information you give in your tour is derived from the information given in the manual as well as from your experiences with and favorite parts of each space. Tell people what you enjoy most, or what you find beautiful or interesting. Share your enthusiasm and knowledge and also give your passengers the time to reflect on each spot and take in the beauty. A constant commentary is not necessary.

INTRODUCTION

Hello and welcome to Cox Arboretum MetroPark. My name is _____ and I am going to be your guide today. Before we get started I was wondering how many of you have been here before? For those of you who have been here before, welcome back. If this is your first visit I'd like to tell you a little bit about our facility.

The Arboretum is part of a larger park district, Five Rivers MetroParks. As part of that district our mission focuses on conservation and connecting people to nature. As you might imagine we think plants are an important part of that mission so as we go through the park today I'll be sharing some of the interesting projects and programs that the Arboretum has been working on as well as some history and plant "fun facts".

Before we leave I'd like to ask that you turn off all cell phones. If you need to take a call while we are on the tour, please do so away from the tour group. As we go along, feel free to ask questions, after all this is your tour. We will be out on the grounds for about __ (insert tour duration here) __. Does that fit with your schedule? All right, let's get going.

HISTORY

Does anyone know how long the Arboretum has been in existence? Well, it all started in 1962 with a donation of 150 acres of farmland owned by the Cox family. James McMahon Cox, Jr. donated the land in hopes that the gift would become a "link in a greenbelt which someday would go all the way around Dayton". At that time this area was facing a threat of rapid development, the results of which you can see in the areas surrounding the Arboretum. Jean Woodhull, Jean Mahoney and Marie Aull and other members of the "save open spaces" cause convinced James to donate the land. In the years following a volunteer association and fundraising board were established. Members were charged with everything from developing and caring for garden areas, programming and of course, fundraising.

Over the years the Arboretum has changed a lot. Year by year tree and shrub collections were obtained and planted, sometimes by the associate members themselves. Money was raised incrementally for staff, designing new spaces for plant collections and to build greenhouses.

SAMPLE TOUR SITE DESCRIPTIONS

WHAT IS AN ARBORETUM?

An arboretum is a place where trees and woody shrubs are cultivated for scientific and educational purposes.. Even though garden beds have been added over the years, Cox is still very much ‘about the trees’. This focus on trees is reflected not only in the tree specimen collections found throughout the grounds, but also in the ground-breaking work the Cox arboretum staff have been conducting in response to the EAB crisis.

BARBARA COX CENTER FOR SUSTAINABLE HORTICULTURE

Sustainability has many definitions but the goals utilized at Cox Arboretum include:

Being fiscally responsible for the long term health of FRMP
Being Environmentally Sensitive
Being an example and teacher to the community related to sustainable practices

The Barbara Cox Center for Sustainable Horticulture was designed to include demonstration growing areas and garden features that support MetroParks’ reforestation programs and experiential learning about sustainability and horticulture. In addition, facilities were included to promote the propagation of native wildflowers also to be planted throughout the district.

What is Sustainable Horticulture?

Sustainable horticulture is a way of growing plants that is sensitive to the environment. Plants are grown in a sustainable way through minimal use of chemicals, growing in compostable pots (if possible), and using biologically enriched soil and organically-based fertilizers. We’ve found that plants grown in this way are not only better for the environment, but better for your garden?

The Center includes:

A recycled Greenhouse project that utilized the structure and foundation of the nearly 40 year old greenhouse complex. New energy efficient coverings, mechanical equipment and controls were also installed to allow independent control of each house to allow for a range of crops to be produced at Cox Arboretum.

A renovated grow house was completed to provide a welcoming and productive space to prepare and process the tree and wildflower trees seeds for the program.
New energy efficient LED lighting, sinks and benches were added to the space.

A 10,000 gallon rainwater harvesting system was installed to collect rainwater from the greenhouse roofs and the plaza areas to be utilized to provide water for the tree seedlings, while reducing the storm water runoff of the site into the community storm system.

SAMPLE TOUR SITE DESCRIPTIONS

New tree boxes were added on the south side of the greenhouse and the existing cold frames are being used to continue the tree production process once the seedlings leave the greenhouse. Additional planting boxes were also added to house the wildflower production.

Cox Arboretum Foundation donated a new refrigerated cooler to allow the harvested tree seeds to be stratified in order to germinate properly in the greenhouse. In addition, Krispy Crème donated a donut storage cart to help dry the tree seeds after soaking. Both of these items are critical parts of the propagation process.

New fencing was also installed to screen the maintenance area of the Arboretum and also to provide a barrier to deer that can damage the tree and wildflower crops.

New tree plantings including columnar Sweetgum and Viburnum “Blue Muffin” were also planted to utilize native species in the Center. In the raised planters in the center of the plaza, Dwarf Forsythia were planted as a low story native plant to showcase the Cercis canadensis, Red Buds which were planted in the concrete raised beds in the plaza in 2019. They were grown from seed in BCCSH in 2016-17, grown on for two years, and planted there to demonstrate the native tree propagation at Cox.

PATHWAYS

In addition to the Barbara Cox Center for Sustainable Horticulture, The Cox Foundation donated funds to install a paver Ring Pathway.

Over 20,000 Square feet of permeable pavers were used to create the entire 1/2 mile pathway.

These Ohio made clay pavers will provide over 100 years of useful life at the Arboretum and also allow all the rainfall that lands on them to infiltrate into the ground, reducing the runoff from the site. These pavers are actually more effective than the turf they replaced at allowing water to get back into the ground and reducing runoff.

. The new path provides ADA accessible access to the shade garden, tree tower, pollinator gardens, Learning Lab, Maimon Memorial Garden, and the Shrub Garden. In addition, the Ring Path provides visitors access to the trail heads that lead back to over half of the acreage of the Arboretum that include mature woods and wetlands.

The path provides visitors a healthy opportunity to come exercise at Cox Arboretum.

The permeable pavers are installed over gravel that does not have fine particles, but still compact to provide support for the walk. The openings between the pavers and the gravel allow for up to 30 inches per hour to flow through the walkway system allowing the water to come in contact with the soils below the walk and infiltrating into the soils below. Our largest storms in the Miami Valley are only a bit over 5 inches in 24 hours, so these pavers can handle about any weather thrown at them. The other advantage is that snow melt will not freeze on the surface because it runs off into the gravel below making them safer in winter months.

MAIMON MEMORIAL EDIBLE LANDSCAPE GARDEN

SAMPLE TOUR SITE DESCRIPTIONS

Maimon. The elliptical path that serves as the foundation of the garden is flanked by layers of plants of varying textures, colors and scents. The pavilion provides shade and serves as an outdoor classroom. An extra treat in the garden is the inground sundial.

As this is the only fenced part of the arboretum that is protected from our resident deer, the horticulture team creates stunning tulip displays in some of the beds to provide dramatic color each spring.

ALLEE

The allee is planted with London plane trees, hydrangea, and geranium. This will give color and interest beyond the spring bloom period.

IRIS STREAM GARDEN

This garden features species of irises native to Eastern North America, as well as a few selected horticultural varieties. Additional plant species added to the stream bank planting help extend the flowering season.

TREE TOWER

For a bird's eye view of the arboretum and surrounding area, climb the 81 steps to the observation deck at the top of the 68 foot tall Tree Tower. Nestled in the Conifer Collection, you will see the arboretum's beautiful selections of trees you can grow at home. The three pillars of the tower are laminated Alaskan Yellow Cedar tree trunks. This wood is valued by boat builders for its exceptional resistance to weather and insects. It is an extremely durable wood and stands up to constant wear and load bearing without any issues. The curved braces are made from laminated Port Orford Cedar and all of the remaining wood is Western Red Cedar.

SAMPLE TOUR SITE DESCRIPTIONS

POLLINATOR HABITAT

A new pollinator Habitat was planted in the footprint of the old butterfly house in the fall of 2023 with all native plants. The Pollinator Habitat is a managed area that provides food, shelter, and nesting sites for pollinators such as bees, butterflies, moths and hummingbirds. (A pollinator is any living thing which moves pollen from the male parts of a plant to the female parts of a plant.) Pollinators are essential for the reproduction of many flower plants and crops and they contribute to the biodiversity and health of ecosystems. The Pollinator Habitat has a variety of native plants that bloom throughout the seasons, offering nectar and pollen for many different pollinator species. Some of the native plants that attract pollinators are milkweed, coneflower, aster, goldenrod, sunflower, and bee balm. A native pollinator habitat also provides places for pollinators to rest, hide, and reproduce—stems, branches, leaf litter, undisturbed soil, dead wood, rock piles, and brush piles. By creating and maintaining a native pollinator habitat, we can support the survival and diversity of these vital animals and benefit from their services.

NATURAL AREAS AND CONSERVATION CORNER

This area tucked away in the back northwest corner of the arboretum features more than 2.5 miles of trails that wind through woodlands, a fossil ravine, prairie and wetland. Choose a path and enjoy seasonal wildflowers, bird and other wildlife. If you make it out to the wetland there is a bird blind where you can sit in the shade to spot frogs, turtles and of course birds. Like a lot of our other natural areas, Conservation Corner is managed by the Five Rivers Metro-Parks conservation team. Management practices include invasive plant removal, reintroduction of native plants, and controlled burning.

NATURE PLAY

The Nature Play was opened September 2023 and was created by outside contractors, park staff, and volunteers. The Woodworker volunteer group built two bridges, the climbing wall, and the entry pergola. The goal of the Nature play at Cox is to create a special place where it is fun and easy for children to play outdoors. Studies show that regularly spending time outdoors is essential for children's healthy development and enhances their physical, social, and emotional wellbeing. The Nature Play is designed for children ages 5-12 and was made possible by the hard work of staff, volunteers, and funding from The Cox Arboretum Foundation.

STONEWALL PERENNIAL GARDEN

This mixed border features perennials chosen for the year-round interest, including reliable garden favorites and promising new introductions. It has three primary seasons of strong impact—early spring, early-midsummer, fall—with more subtle displays in between. It is planted in repeating drifts with an emphasis on the cooler colors—blues, pinks, lavenders, white. Horticultural specimens, native plants and cultivars of natives are all represented. The display is

SAMPLE TOUR SITE DESCRIPTIONS

BELL CHILDREN'S MAZE

The Bell Children's Maze is a gift given to the people of the Miami Valley by Bob and Pat Bell. Children discover the path through 1,175 boxwood to the center of the maze. The pattern is a recreation of an English maze named Veronica's Maze. Originally created in the 18th century, Veronica's Maze is one of the many delightful garden features of Parham Park in West Sussex. Boxwoods are kept no taller than three feet so kids and parents can see each other.

SHRUB GARDEN AND CHARLES P. NEIHAUS LILAC AND MAGNOLIA COLLECTION

This garden allows home gardeners to evaluate the growth and flowering habit, fall color and winter character of hundreds of different trees and shrubs. It is being renovated this year to incorporate new shrub and perennial varieties and designed native landscapes around the ponds, while leaving some selected turf to provide access to the pond edge. The existing shrub beds will be redesigned to incorporate mixed plantings that showcase the shrub collection, but also create stunning seasonal displays that visitors can draw inspiration from for their own landscapes. These new plantings will incorporate many natives, highlighting Five Rivers MetroParks' dedication to sustainability.

PONDS AND THE MONET BRIDGE

As we tour around the gardens you have surely noticed our lovely ponds and water features. The borders of these ponds are filled with native trees, shrubs, and perennials and provide a wonderful habitat for many creatures, including our resident turtles. Manmade ponds surrounded by grass such as those found at Cox Arboretum create an unnatural environment which allows populations of Canada Geese to grow to a level which is unhealthy for the greater ecosystem. We have a contract service with dogs who help rid our pond areas of geese.

The original Monet bridge in one of our ponds was replaced with a bridge which is ADA compliant. It continues to provide a beautiful spot for pictures and for gazing at the park.

BIOSWALE

The overflow parking area is home to a bioswale which helps trap the run-off water from the upper lot and keeps it from washing down into the driveway. This area is planted with native trees, shrubs, and prairie plants which give a wonderful array of color from spring through late fall. The roots of the plants further slow down the water and allow it to seep slowly into the water table, preventing erosion and keeping the water clean as it enters our aquifer.

APPENDIX

BARBARA COX CENTER FOR SUSTAINABLE HORTICULTURE...tree info

The introduction of the Emerald Ash Borer into the FRMP Area occurred starting in 2007 and progressed throughout the district by 2010. This has resulted in a large percentage of Ash trees dying not only in the district, but across the Midwest and northeastern states. Reforestation efforts began soon thereafter in order to produce and replant these devastated wooded areas. As of 2013 over 1,000 volunteers had contributed over 4,000 hours to this project. Over 40,000 oak and hickory seedlings have been produced and over 230 acres have been planted.

Over the years there have been adjustments made to improve the growing process. More species are being produced to meet special habitat and project needs. Trees are also being grown into larger containers to increase root mass and potentially reduce transplant stress.

WOODLAND WILDFLOWER GARDEN (although not on the tour, it is adjacent to the bioswale)

The Wildflower Garden is filled with shade-loving plants, including our native woodland wildflowers. In the spring, the wildflowers are at their peak. In the summer, enjoy shady gardens displaying non-native companion plantings. The area itself opened in 1982 and is about 36,00 square ft and was originally designed to replicate the natural habitat of many endangered species. Many of the original plants were rescue plants that were dug up in areas of development. Tours of the wildflower garden are offered in spring.

ABOUT THE ARBORETUM BUILDINGS

“upscale rural feel”, and unity with style of original barn that was built in 1975. \$6.6 million raised by the Cox Arboretum Foundation through private donations; donated back to Five Rivers MetroParks for the purpose of education

ZORNIGER EDUCATIONAL CAMPUS

- 30,000 sq. ft. of new construction & renovation
- Traditional post & beam construction, enhanced by rough-sawn Douglas Fir framing and exposed White Fir ceilings
- North Shore Blue Vein Ohio limestone; hand dressed, hammered & chiseled by Dave Longstreth (3rd generation mason from Dayton)
- Exterior reverse board & batten siding is Western red cedar; Cedar shakes on roof
- Floor to ceiling, hand cut & peeled, northern Colorado Lodgepole pine

FIFTH THIRD CONFERENCE CENTER

- 2,700 sq. ft. room
- Rough sawn Douglas Fir; natural White Fir ceiling
- Stone fireplace

APPENDIX

- Ceiling is Douglas Fir framing & 3,000 cut to fit White Fir boards
- Seats 48

HORRACE M. HUFFMAN FAMILY GALLERY

- Butt-glazed glass walls; Natural cleft dark green slate from Camara Quarry in Fair Haven, Vermont
- Conceived as a curved covered bridge
- Light comes in through dormers on south side & works as sundial to express the seasons
- Oriented to have passive solar orientation (take advantage of sun in winter & shading from cedar trellis over porch in summer)

KETTERING LEARNING LAB

- Upscale indoor lab for hands-on learning
- Domed ceiling, dark green natural cleft slate, 3 side viewing
- With demonstration tables, can hold 26 people

MAINTENANCE FACILITY

- Park Manager, Horticulturist, Horticultural Technicians, and Park Technicians work out of this building
- Storage facility

VISITOR INTERACTIONS

FIELDING QUESTIONS

- Listen to the question.
- Repeat the question to make sure you heard it correctly.
- Answer questions to the best of your ability or using the resources available.
- I don't know" is better than the wrong information. If you don't know the answer...
 - Refer the visitor to a staff member is someone is nearby.
 - Have the visitor fill out a comment card and let them know we will follow up with an answer as soon as possible.
- Ask if there is anything else you can help with.

FIELDING COMPLAINTS

- Listen attentively, sometimes that is all people want.
- Active Listening: Repeat what you hear them say the problem is.
- If there is something you can do and it is within our policies, feel free to help the visitor.
- If the issue is something you are unsure of how to handle and it seems to need to be attended to immediately, find or call a staff member to assist.
- If no one is available, have the guest fill out a comment card and let him or her know that someone from the staff will follow-up as soon as possible. PLEASE MAKE SURE THE COMMENT CARD IS TURNED IN to Staff Lead WHEN YOUR SHIFT IS COMPLETE.
- Ask if there is anything else you can help with.

HANDLING BEHAVIOR PROBLEMS

- Be polite and understanding.
- Explain the "problem" as clearly as possible. Suggest a solution or work with group leader on a solution.
- If you see a child engaged in inappropriate behavior, talk to the child first, if no result attempt to find the parent.
- Do not drive tram or continue tour if behavior is unsafe.
- Big Behavior Problems: Find a staff person for help.

COMMON PROBLEMS AND APPROACHES

WHAT DO YOU DO IF...

PEOPLE ARE WALKING THROUGH OR SITTING IN THE PLANT BEDS

Politely ask them to get out of the bed. Explain that you know they don't intend to hurt anything, but the plants can be easily damaged by walking or sitting among them. In addition, Standing in the beds compacts the soil and harms the plants. If applicable, suggest another area where the visitor may get a good picture.

PEOPLE ARE FEEDING THE TURTLES, FISH, ETC...

Gently interrupt the activity and let the group know that you are sorry, but as a conservation organization we do not allow anyone to feed the animals. This is mostly because people food isn't healthy for the birds, fish and frogs (it's kind of like giving them candy, and a lot of it!). These animals usually eat insects, fish or other pond creatures and if they fill up on bread they won't eat the things they need to in order to stay healthy.

SOMEONE IS TRYING TO BIKE IN THE ARBORETUM

Politely stop the person and ask them if they knew that we don't allow bikes (including tricycles) in the Arboretum. This is mostly for safety reasons as there are many small children and visitors. Unfortunately we can not watch anyone's bike at the front desk or anywhere else in the park.

ALWAYS THANK VISITORS WHEN THEY COMPLY WITH YOUR REQUEST!

COMMON QUESTIONS FROM THE PUBLIC

WHERE ARE THE RESTROOMS?

There are restrooms inside the main building (Zorniger Education Center) and in the Learning Lab. Restrooms in the Learning Lab are open when the main buildings are not.

WHERE IS THE WATER FOUNTAIN?

There are water fountains throughout the park. Locations include:

- Near the restrooms in the Zorniger Education Center
- Between the Butterfly House and the Gazebo

DO YOU HAVE VENDING MACHINES?

We have vending machines in the Visitor Lobby inside the Zorniger Education Center .

WHERE CAN I EAT LUNCH?

Picnic tables are located on the patio, near the pond. If you choose to eat elsewhere in the Arboretum, please be sure to pick up and dispose of all trash.

ARE DOGS ALLOWED IN THE ARBORETUM?

Pets are permitted at Cox Arboretum and must be on a leash not longer than 8 feet and waste must be picked up.

IS THE ARBORETUM WHEELCHAIR ACCESSIBLE?

Yes, most areas of the Arboretum are accessible by wheelchair. Check the park map to plan for stairs and steep climbs.

- Conservation Corner, the Wildflower Garden and some of the more natural areas of the Park may be hard to navigate with wheelchairs.
- Wheelchairs are not allowed on the Monet Bridge.

WHERE DO I FIND PROGRAM INFORMATION?

We advertise our programs in a variety of ways

- Parkways
- www.metroparks.org
- Special flyers in the building

WHEN IS THE BUILDING OPEN?

Monday thru Friday the building is open for business from 8am-5pm.

On Saturdays and Sundays the building is open 11am-4pm.

COMMON QUESTIONS FROM THE PUBLIC

I HAD A REALLY GOOD TIME AT THE ARBORETUM TODAY, HOW CAN I SUPPORT WHAT YOU DO?

Become a Member

Memberships to the Cox Arboretum Foundation are available at levels ranging from \$40 to \$1000 per year. Your membership lets us know that the Arboretum is important to you and your family, while providing additional funding for improvements to our park. For example, the Foundation provided the funding for the new Tree Tower. In addition the Foundation secured the funding for garden areas such as the Maimon Pavilion in the Edible Landscape Garden, the “new buildings” and for transportation grants for local school children to visit the Arboretum.

Foundation members are entitled to special benefits such as invitations to member-only events, and discounts at local garden centers. Please see our membership brochure for more information.

Volunteer

Without volunteers much of what visitors see would not exist. There are a variety of ways people can get involved in volunteerism at Cox Arboretum and throughout Five Rivers Metro-Parks. Opportunities exist in almost every department or area.

If a visitor seems interested, you should ask him or her to stop in the main building to request an application. Alternatively, they can call 275-PARK (275-7275) and request that an application be mailed to their home.

Donations

*We don't ask for donations, however on occasion people insist on giving a few dollars to help support the garden. Please have guests leave donations at the front desk. Also, be sure to thank the person for their contribution.