

GARDEN TOUR GUIDE TRAINING

Revised 2022



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PROGRAMMING

FIVE RIVERS METROPARKS



Location(s): Various MetroParks, Off-site

Department: Business Operations, Outdoor Connections

Volunteer Coordinator(s): Business Services, Outdoor Connections Programming

Commitment: Long-term Regular, Short-Term Regular, Year-Round, Seasonal, Weekdays/Evenings/Weekends

Purpose: Five Rivers MetroParks provides a wide variety of high-quality programs to help the public get outside and get connected to nature. Programming volunteers work alongside staff to provide support at programs year-round that help participants master new skills, learn about the natural world, and appreciate the value of open spaces. Programs inspire further exploration of our natural and cultural world and spread the message of conservation in the community through outreach, visiting schools and civic groups, and hosting field trips and tour groups, helping Miami Valley residents develop a personal connection to nature; live active, healthy lifestyles; and have a deep commitment to the environment.

Responsibilities and Duties:

May include other duties based on opportunity

- Welcomes participants and assists with check in procedures.
- Assists staff in set up and clean-up of program materials and equipment.
- Ensures each participant is set up or fitted with all necessary supplies, equipment, or gear.
- Provides excellent customer service to the public when approached with questions.
- Supports staff or leads designated activities during the program.
- Follows all safety procedures and ensures safety of all participants.

Skills and Interests:

Entry-level Volunteers are accepted, with the goal of developing the skills listed in this document. Some skills may require additional training and check-off.

- Skills and knowledge in a variety of program topics including blacksmithing, camping, culinary arts, cycling, data collection, equestrian, fishing, gardening, hiking, paddling, plant knowledge, public speaking and presentation, sewing /textiles, teaching, wildlife knowledge, woodworking
- Interest in artisan crafts and cooking, community outreach, education, farm life, gardening and horticulture, habitat management, history, horses, outdoor recreation, reforestation, sustainability, trails, wildlife, youth & families

Training / Orientation Required:

- New Volunteer Orientation
- Completed Volunteer Profile
- Emergency Contact Name and Number
- Volunteer Policy Handbook signature
- Background check

Opportunity:

- Garden Tour Guide: *Various MetroParks, Long-term: Regular, Year-Round, Weekdays/Evenings/Weekends*
 - Additional Training Required:
 - Tour Guide Training
 - Shadow Experience
 - Seasonal Content Update
 - Optional: Tour Guide Lead Volunteer Check-Off
 - Optional: TRAM Guide Training and Check Off (REQUIRED For TRAM Tours)

Physical Demands:

- Volunteers frequently stand and walk.
- Volunteers regularly reach with hands and arms and use hands to hold or feel. The volunteer may occasionally climb or balance.
- Volunteers may lift and/or move up to 35 pounds.
- Volunteers must be able to talk and hear clearly.
- Specific vision abilities required by this position include close vision, distance vision, and peripheral vision.
- May be required to do other activity-specific duties and use small tools and equipment, and/or vehicles.

Work Environment:

- Volunteers should enjoy working with the public. Exposure to groups or crowds of people possible.
- Volunteers at indoor programs are exposed to a typical indoor office or classroom environment.
- Volunteers in outdoor programs are regularly exposed to outside weather conditions for prolonged periods including cold, and or wet, and/or hot and/or humid conditions.
- Volunteers may walk on uneven terrain and/or along bodies of water.
- Volunteers may be exposed to wildlife and/or farm animals.
- The noise level is typically moderate but may reach high levels in the case of larger programs.

Volunteers support staff in fulfilling Five Rivers MetroParks' mission to **protect the region's natural heritage and provide outdoor experiences that inspire a personal connection with nature**, and therefore are expected to represent the agency in a positive and professional manner while serving.

COX ARBORETUM METROPARKS
GARDEN TOUR GUIDE TRAINING
SEASONALLY OFFERED SPRING-SUMMER



COX ARBORETUM GARDEN TOURS

IMPORTANT CONTACT INFORMATION*

**Refer to your volunteer opportunity on Get Connected for specific contact details.*

STAFF LEAD:

Betty Hoevel, Education Coordinator.....(937) 276-7052/Cell(937) 298-7913

SUPPORT STAFF:

Brandon Thompson (Site Leader)..... (937) 781-6923

Kelly Wood (Horticulturalist)..... (937) 336-1038

Volunteer Services..... (937) 275-7275

Five Rivers MetroParks, Visitor Services..... (937) 275-7275

Cox Arboretum MetroPark..... (937) 275-7275

EMERGENCIES..... **CALL 911**

1. Identify yourself as a volunteer with Five Rivers MetroParks.
2. Tell them you are in a Five Rivers MetroPark and give them the address:
Cox Arboretum MetroPark
6733 Springboro Pike
Dayton, OH 45449
3. Explain the nature of the emergency and your specific location within the park.
4. Call the Visitor Services desk at Cox Arboretum and inform them of the emergency. Request that they contact a Ranger.
5. Call your Staff Lead, Betty, and update her on the situation.

NON-EMERGENCIES..... **Call Rangers at (937) 535-2580**

1. Identify yourself as a volunteer with Five Rivers MetroParks.
2. Give them the address:
Cox Arboretum MetroPark
6733 Springboro Pike
Dayton, OH 45449
3. Explain the nature of the emergency and your specific location within the park.
6. Call your Staff Lead, Betty, and update her on the situation.
7. Call the Visitor Services desk at Cox Arboretum and inform them of the emergency. Let them know you contacted the Rangers.

COX ARBORETUM GARDEN TOURS

Tour Guide Routine

PREPARATION

- When volunteering, always wear your nametag and your volunteer shirt. If you do not have a volunteer shirt, a volunteer vest will be provided for you.
- Dress for the tour (rain gear, layered clothing, sturdy walking shoes).
- 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)
- Your volunteer shift will be scheduled one half hour before the tour arrives in order to give you time to get onsite, check in to your volunteer shift on Get Connected, ready any materials you may need including the tram if it is a tram tour*. *Note: Tram Tours can only be given by those Garden Tour Guides who have successfully completed the Tram Training and received a “qualified” status. This is an annual training and check off.
- Report to the maintenance building to check in with your Staff Lead, Betty Hoevel and receive any pertinent details regarding the tour including:
 - Accessibility needs of the tour group
 - Particular stops along the tour they are interested in
 - What’s in bloom and other projects or activities of interest to share relevant to the Arboretum.
 - Weather questionable? Work with Betty to determine a back-up plan.
- If more than one tour guide is present, decide the best course of action for the amount of people and mobility issues at hand & agree on duties*. If a walking tour, duties include
 - Greeter
 - Guide

If a tram tour, duties include:

- Greeter
- Driver (tram 1 & 2)

*Note: You may have new Garden Tour Guide volunteers shadowing experienced and qualified volunteers to learn the skills and procedures of being a Garden Tour Guide.

COX ARBORETUM GARDEN TOURS

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)
- Depending on your comfort level and/or the duration of the tour, find out if your group has a particular interest or something they were hoping to see during their visit.

AFTER THE TOUR

- Check in with your Staff Lead, Betty Hoevel, and report in on how the tour went.
- Ask any questions that you weren't able to answer.
- If a tram tour, return the tram and the vehicle keys to the maintenance building garage.

COX ARBORETUM METROPARK GARDEN TOURS OUTLINE

INTRODUCTION

HISTORY (Before tour starts)

WHAT IS AN ARBORETUM?

GREENHOUSES-THE BARBARA COX CENTER FOR SUSTAINABLE HORTICUTLURE (access from parking lot by Authorized vehicle driveway. Go to paver area and then turn around using the walkway to the Resource Center and continue back to the parking lot and on to the overflow parking lot.)

BIOSWALE

WILDFLOWER AREA (drive by)

ALLEE (drive by)

POLLINATOR GARDEN is now in place of the Butterfly House. We will attract many more varieties of butterflies in this new area.

TREE TOWER (point out and describe)

IRIS /PERENNIAL HIBISCUS STREAM GARDEN (point out garden. Have guests look back through the length of the Allee, point out the Kentucky coffee tree)

Go between the bottlebrush buckeyes and turn to the left to make a loop around the back pond

PONDS, LILAC and MAGNOLIA COLLECTIONS

EDIBLE LANDSCAPE GARDEN (drive by only)

OSU Crabapple test site

CHILDREN'S MAZE

OVERLOOK OF JAPANESE GARDEN

Return between the bottle brush buckeyes

TURN RIGHT

COX ARBORETUM GARDEN TOURS OUTLINE

GRASS GARDEN behind Maintenance Building

Describe pawpaw trees, Junipers, Service berry trees on outside of LG fence

Turn around on plaza in front of LEARNING LAB. Point out Monet Bridge and good view of the back of the visitor center, the nice grove of Bald Cypress and perennial garden

Return on the same route, passing by the bottlebrush buckeyes and going back to the tower area, proceeding back to the parking lot area

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

CLOSING

COX ARBORETUM GARDEN TOURS SCRIPT

INTRODUCTION

Hello and welcome to Cox Arboretum MetroPark. My name is _____ and I'm a volunteer with Five Rivers MetroParks. I am going to be your Garden Tour 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, both volunteers and 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". If you are interested in supporting our mission as a volunteer, you can learn more inside the visitor center here or by hopping on our website at metroparks.org/volunteer.

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 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.

In keeping with Mr. Cox's vision, Cox Arboretum became part of the Dayton-Montgomery County Park District, what is now known as Five Rivers MetroParks, in 1972. With this partnership the Park District was able to focus on the maintenance and management of the land, while the Association continued to plan and fundraise for the future development of the Arboretum. This partnership structure is still in place today, though the names have changed a bit. Today the foundation is instrumental in supporting the growth of the Arboretum and furthering our conservation mission. We'll see many examples of their efforts today.

COX ARBORETUM GARDEN TOURS

TOUR SCRIPT

GREENHOUSE/ NURSERY/ COLD FRAMES

See write up for Barbara Cox Center for Sustainable Horticulture

EDIBLE LANDSCAPE GARDEN

The Edible Landscape Garden, or ELG as we affectionately call it, is just what its name implies. Sparked by an idea from the Garden Club of Dayton, local architect Earl Reeder designed this space to ornamentally display fruits, vegetables and herbs. The garden has been through 2 distinct designs since its initial development in 1987. To improve visitor experience and increase accessibility the garden was renovated in 2008.

As part of this renovation the Naiman Memorial Garden and Pavilion were created. 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 class- room.

This year, we will be planting limited vegetables, but invite you to stroll the arc of the Naiman Garden and enjoy the beautiful 1-folland-style planting of tulips which our horticulturist and her staff planted last fall.

COX ARBORETUM GARDEN TOURS SCRIPT

TREE TOWER

As we turn around and head back toward the way we came you can hardly miss one of the newest additions to Cox Arboretum on our right, the tree tower. The tree tower is the culmination of more than a decade of planning and fundraising by the Cox Arboretum Foundation. The tower rises 48 feet above the conifer collection, allowing for breath-taking views of the 180 acres of arboretum grounds. The tower is currently closed for repairs and will soon be open.

The James I. Cox, Jr. Arboretum Foundation has generated more than \$40 million toward its operation over the past 48 years. About 20% of the arboretum's yearly operating and growth funds come from the foundation. You too can help support the many activities of Cox Arboretum by becoming a member of the foundation. Look for a brochure in the Visitors Center or ask for information at the front desk.

BUTTERFLY AND POLLINATOR GARDENS

The butterfly house functioned during its prescribed time and was dismantled in 2022.

The gardens are being redesigned and expanded to host even more native pollinators. A pollinator is any living thing which moves pollen from the male parts of a plant to the female parts. It is estimated that one out of every three bites of food we eat was made possible by a pollinator. Pollinators native to Ohio include not only butterflies and moths and but also many 'unpopular' yet important pollinators such as bees, beetles, flies, and wasps. These gardens emphasize the importance of pollinators to our native ecosystems as well as the steps park visitors can take to protect pollinators in their own backyards. 85% of the plants planted in this area are native to Ohio.

The pollinator gardens serve as a nice bridge connecting natural parts of the park to the more developed park land.

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, birds 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 MetroParks' conservation team. Management practices include invasive plant removal, reintroduction of native plants, and controlled burning.

TOUR SCRIPT CONTINUED

ALLEE

Formerly lined with Kousa Dogwoods and Service berry trees, the Allee is now planted with sycamores, hydrangea, and dianthus. This will give color and interest beyond the spring bloom period.

STON WALL P R NNIAL GARD N

This perennial garden was designed and renovated with significant input from the volunteers that care for it. It has 3 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. Appropriate to the size of the border, the drifts are large and, in some cases, blend 2 or more types of plants. 1-brticultural specimens, native plants and cultivars of natives are all presented. The display is ever changing as is the plant selection. After the displays of the growing season are passed, there remains a nice palette of textures and varying hues of fall foliage and browning stems - a pleasant challenge to what we think of as garden beauty. The impact continues well into winter with standing seed pods of perennials and grasses.

ROCK GARDEN

This is the second incarnation of the Rock Garden at the Arboretum (the first was located where the cold frames and lath house now stand). When the Zorniger Education campus was built, the garden was relocated to its current location. Alpine plants, low-growing vegetation and dwarf conifers all thrive in this garden of rocks and gravel. The garden is also lined with hypertufa containers filled with additional alpine plants to create a small garden within a garden (the trough garden). Peak blooming period is April and May.

WOODLAND WILDFLOWER GARDEN

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 area are offered in spring. Please check ParkWays for times and registration.

TOUR SCRIPT CONTINUED

BELL CHILDRENS MAZE

The Bell Children's Haze is a gift given to the people of the Miami Valley by Bob and Pat Bell. Children discover the path through 1,175 boxwoods 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 Haze 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.

PONDS AND THE MONET BRIDGE

As we tour around the gardens you have surely noticed our lovely ponds and water features. 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.

You have also noticed a beautiful new bridge over one of the ponds. The original Monet bridge was removed last fall and replaced this spring with a wonderful, new bridge which is ADA compliant.

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.

TOUR SCRIPT CONTINUED

BARBARA COX CENTER FOR SUSTAINABILITY

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 Two recent projects incorporate these goals, The Barbara Cox Center for Sustainable Horticulture and the new Ring Path.

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 in the district. Reforestation efforts began soon thereafter in order to produce and replant these devastated wooded areas. Approximately 5000 trees have been produced and planted into various parks per year. This program has found its home at Cox Arboretum.

The development of the Barbara Cox Center for Sustainable Horticulture was designed to facilitate the production of native tree species to be planted throughout the district to counteract the effects of the Emerald Ash Borer. In addition, facilities were included to promote the propagation of native wildflowers also to be planted throughout the district.

The new 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.
- Nearly 10,000 square feet of ADA accessible permeable pavers were installed to allow paved access from the Visitors Center to the Learning Lab and Barbara Cox Center for Sustainable Horticulture. These pavers allow water to infiltrate the ground, recharging both the rainwater harvesting system but also the local ground- water. These pavers produce less runoff than the gravel and grass that they replaced. In addition, these pavers have over a century of life that will provide several generations of visitors' enjoyment and access at Cox Arboretum.

BARBARA COX CENTER FOR SUSTAINABILITY CONTINUED:

- 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.
- Coca-Cola 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 Creme donated a donut storage cart to help dry the tree seeds after soaking. Both items are critical parts of the propagation process.
- Interpretive elements will be added soon that will help tell the story of the center. The new facility has taken an old, not user-friendly place at Cox Arboretum and made it a beautiful and welcoming place that visitors can use and learn about sustainable storm water control and the importance of native plants and their value to the local landscape.
- New fencing was also installed to screen the maintenance area of the Arboretum and 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 new raised planters in the center of the plaza, *Cercis canadensis*, Red Buds were planted in those 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 new paver Ring Pathway.

The pathway:

- Over 20,000 Square feet of permeable pavers were used to create the entire .Mile pathway.
- These Ohio made clay pavers will provide over 100 years of useful life at the Arboretum and 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 Ring Path includes a series of large circular stops that will be used to inform the visitors of all the wonderful features at Cox Arboretum. Many visitors do not realize all the opportunities that exist. The new path provides ADA accessible access to the shade garden, tree tower, the Pollinator Garden, Learning Lab, Edible 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 walking the path. The openings between the pavers and the gravel allow for up to 30 inches per hour to fall through the walkway system allowing the water to filter 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.

NOTES REGARDING THE ABORETUM 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 Long-streth (3'd 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
- 170 theatre style seating; 96 banquet style seating
- Catering kitchen area

MEAD WESTVACO THEATRE

- Theatre in the round design
- Design concept based on a corn crib
- Western Cedar lines exterior walls
- The 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 the 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, it can hold 26 people

NOTES REGARDING THE ABORETUM BUILDINGS

MAINTENANCE FACILITY

- Regional Park Manager, Horticulturists, Horticultural Technicians, and Park Technicians work out of this building
- New storage facility

PONDS AND THE MONET BRIDGE

As we tour around the gardens you have surely noticed our lovely ponds and water features. 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.

COX ARBORETUM GARDEN TOURS

VISITOR INTERACTIONS

BUILDING 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 providing misinformation. If you do not know the answer...
- Refer the visitor to a staff member if 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 INTO BETTY BEFORE CHECKING OUT OF YOUR SHIFT.
- Ask if there is anything else you can help with.

HANDLING BEHAVIOR PROBLEMS

- Be polite and understanding.
- Explain the "problem" as clearly as possible. And suggest a solution.
- If you see a child engaged in inappropriate behavior, talk to the child first, if no result attempt to find the parent.
- Big Behavior Problems: find a staff person for help.

COX ARBORETUM GARDEN TOURS

COMMON QUESTIONS FROM THE PUBLIC

- I HAD A REALLY GREAT 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 funding for garden areas such as the Maiman 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 invitation to member-only events, and discounts at local garden centers. Please see our membership brochure available in the Visitor Center for more information.

- **Become a Five Rivers MetroParks' 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 MetroParks. Opportunities exist in almost every department or area. You can pick up information on volunteerism in the Visitor Center and check out our current opportunities on our Get Connected Kiosk in the Visitors Center or online at metroparks.org/volunteer.

- **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.

- 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 ARE THE WATER FOUNTAINS?
 - There are water fountains throughout the park. Locations include:
 - Near the restrooms in the Zorniger Education Center
 - Between the Pollinator Garden and the Gazebo

- DO YOU HAVE VENDING MACHINES?
 - We have vending machines in the Visitor 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 AT 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 through Friday the building is open for business from 8am-5pm. On Saturdays and Sundays, the building is open 11am-4pm.

COX ARBORETUM GARDEN TOURS

COMMON PROBLEMS AND APPROACHES

WHAT DO YOU DO IF...

PEOPLE ARE WALKING THROUGH OR SITTING ON 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 cannot watch anyone's bike at the front desk or anywhere else in the park.

ALWAYS THANK VISITORS WHEN THEY COMPLY WITH YOUR REQUEST!

If they do not comply, contact a staff person.

TRAM TRAINING

GARDEN TOUR GUIDE TRAINING



TRAM TRAINING & CHECKOFF

ANNUAL CHECK OFF REQUIRED

TRAM OPERATIONS

TRAM DRIVER TRAINING

Annual virtual training and in-person training and check-off required. Volunteers must be at least 18 years old and fully onboarded as a long-term volunteer with an eligible background check.

Step 1: Complete the TRAM Driver Virtual Training

- Watch the brief TRAM Driver Training video.
- Review the TRAM Driver Handbook.
- Take the TRAM Driver Quiz.

Step 2: Complete the In-Person TRAM Driver Training.

- TRAM Driver Training is offered throughout the year. Check the Training and Events **page for the latest schedule. Be sure to RSVP.** During the training experience, the Staff Lead will walk you through the tasks of a TRAM Driver Volunteer and give you an opportunity to practice. You will be tested on the TRAM Driver skills and will need to successfully pass the driving test to be checked off and qualify as a TRAM Driver.
- Shadow Experiences are opportunities for you to observe and practice the skills necessary for a volunteer opportunity with a qualified volunteer and/or staff person. Volunteers may be asked to complete shadow experiences to gain practice and master essential skills. Volunteers may also request shadow experiences to gain more practice and master the skills needed to volunteer. If you would like to request a shadow experience, contact volunteer.services@metroparks.org.

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. Enter all turns as wide as possible (If turning left, start from the right side of the path. Turning right, start from the left side of the path.
6. Some brake pedals double as parking brake. To set the parking brake, press the small pad in the upper left corner of the brake pedal. To release parking brake, press full pedal firmly.
7. Gas tram will start in neutral, forward or reverse BUT if the direction lever is in neutral AND the gas pedal is NOT COMPLETELY RELEASED the engine will shut off. This is normal.
8. Trams should be driven as much as possible on paved paths only.

ACCIDENT OR MAINTENANCE REPORTING

If you have any tram problems, dings, near misses with patrons, etc. during your tour, let your Staff Lead know immediately.

CONDITIONS FOR TOUR CANCELLATION

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

- Torrential rain
- Continued 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

Your Staff Lead will notify you in the event a tour is cancelled. In case of sudden storms, the presence of rain and/or lightning will be the end of the tour. Drive the tram back to the parking lot. Escort guests from tram and get to safety.