

The Roving Season

April-November



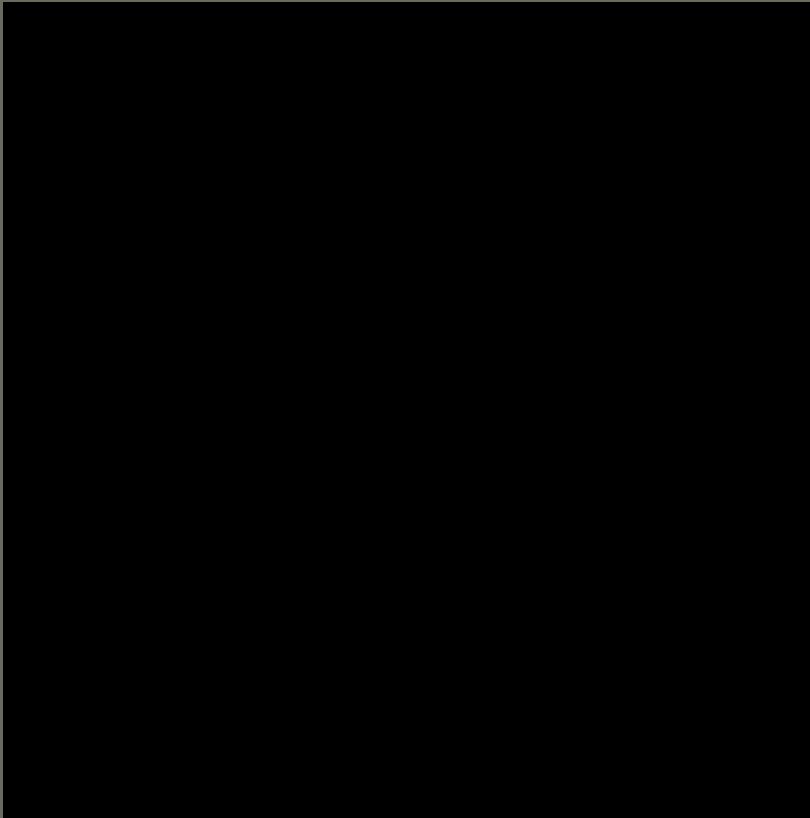
Trevlyn Williams

Today's Agenda



- A Look Back at the Tour Season

Today's Agenda



- Roving Season Logistics
 - Shifts
 - Ropes, Trails and Viewing Areas
 - Radios
 - Rides
 - Permits

Today's Agenda



- Interpretive Information
 - What is a roving naturalist
 - Interacting with Visitors
 - What to Interpret
 - What to Bring

Today's Agenda

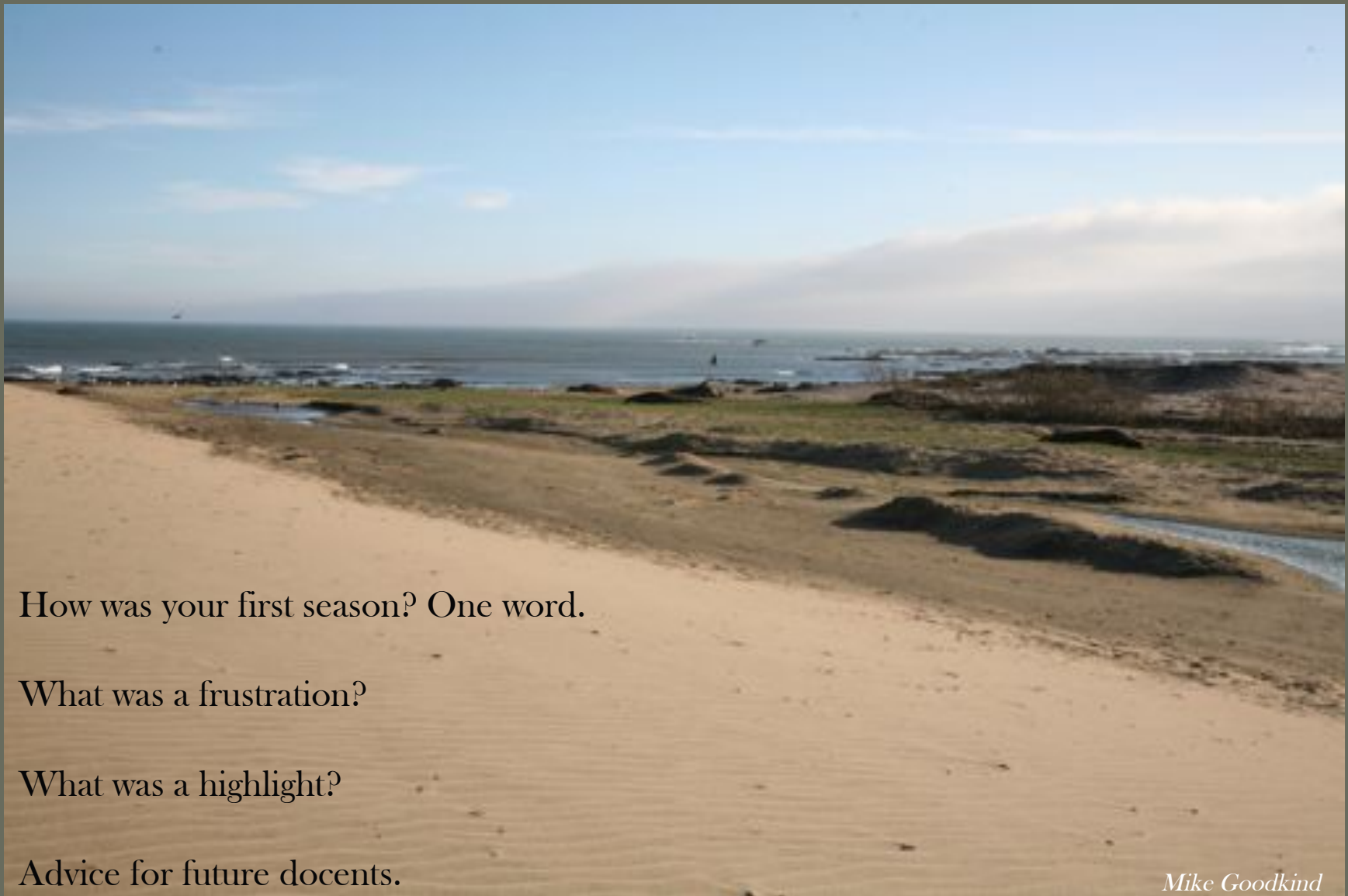


- Afternoon Natural History Walk
 - Elephant Seal and the Molting Cycles
 - Weather
 - Wildlife
 - Marine Life

Año Nuevo State Park Docent Class of 2009



Lorrie Klosterman '09



How was your first season? One word.

What was a frustration?

What was a highlight?

Advice for future docents.

Mike Goodkind

The Roving Season

April-November



Mike Goodkind

Shifts

A Shift – Sign in at the kiosk by 9:30. Work Point 10-2

B Shift - Sign in at the kiosk by 12:30. Work Point 1-5

All Shift - Sign in at the kiosk by 9:30. Work Point 10-5

Staging - Sign in at the kiosk by 11:30. Work Point 12-4

If you cannot fulfill your scheduled shift be sure to make an effort to find a sub. Report sub changes to the office.

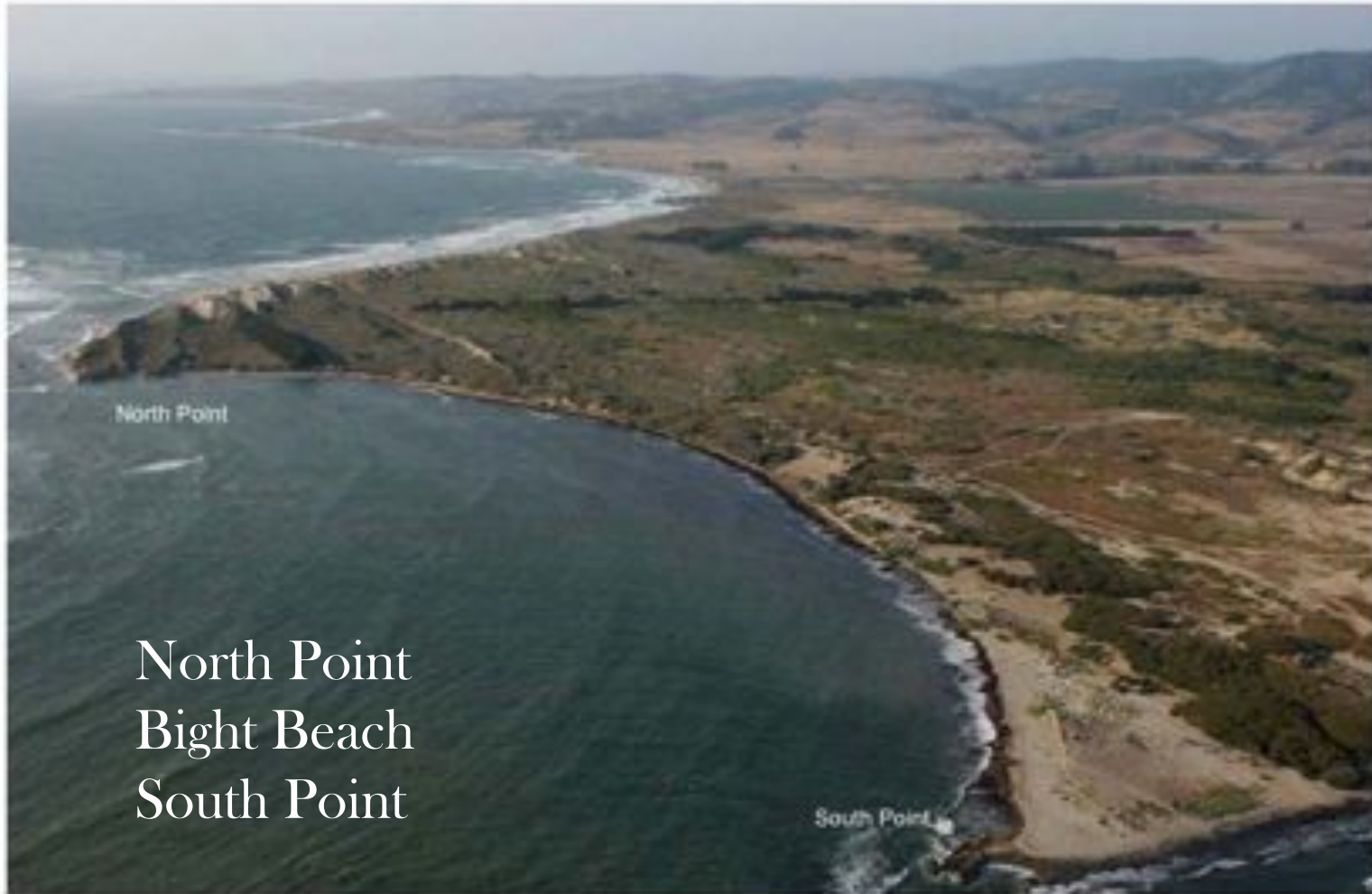
Radios

- Ano #1, Ano #2, Ano #3, Staging Area
 - Radio checks
 - Operate correctly
 - Communicate with other docents, DC's, kiosk or rangers. Coordinate viewing areas.
 - Keep close. Leave on, volume up.
 - Avoid bad spots, elevate yourself.
 - Protect radios, keep dry.
 - Why is my radio beeping? Report problems.
 - Turn into kiosk or office mailbox.
 - DO NOT TAKE HOME



Ropes, Trails and Viewing Areas

Año Nuevo State Reserve, North Point to South Point



North Point

North Point
Bight Beach
South Point

South Point

Ropes, Trails and Viewing Areas



Viewing Areas

- **South Point** – One to two docents. Often can get busy.



Viewing Areas

- Bight Beach –
 - One docent on upper observation deck.



Viewing Areas

- **Bight Beach** –
 - One docent on lower viewing area.
 - Good for island interp.
 - View up beach to North Point.
 - Scope



Viewing Areas

- North Point –
 - One to two docents.
 - Two viewing areas.
 - Scope



Ropes, Trails and Viewing Areas

- Docents are positioned by kiosk or docent coordinator staff in the morning. If not, it's up to docents to find a useful position. During the day docents coordinate among themselves in rotating viewing areas.
- Remember, sharing is caring!

Ropes, Trails and Viewing Areas



Other spots

- Pole Beach
- Roving Naturalist
- Staging Area

Ropes, Trails and Viewing Areas



Frank Balthis

- Ropes are set up to establish the wildlife viewing area for the public. This includes docents. **NEVER CROSS THE ROPES**
- Here's why.

Ropes, Trails and Viewing Areas

- It's a rule!
- Docents and the State of California are liable for injuries.
- The “25 foot rule” is more for safety than disturbance.
- Conservation reasons.



Ropes, Trails and Viewing Areas

- If the ropes that are set up are not working, call the kiosk. This includes seals inside the ropes.
- Park staff will respond or permission will be granted to docents.
- We need to balance the safety and respect of the animals with the visitors' viewing experience. This is one of our toughest jobs.

Ropes, Trails and Viewing Areas

- Be prepared to walk the distance out to and in from the point. Park staff are more likely to provide rides in during the afternoon. Please do not expect a ride to the point.

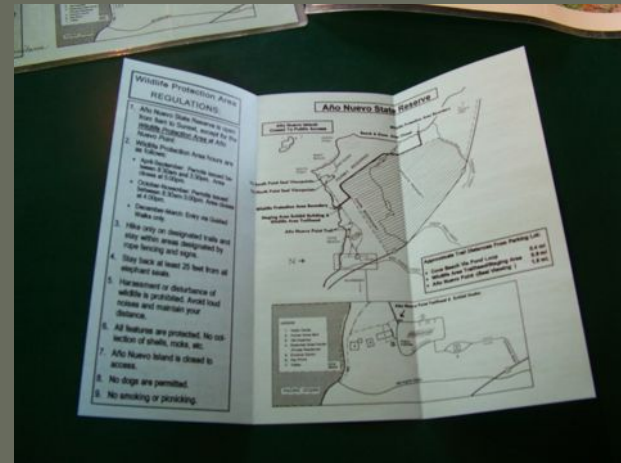
RIDES ARE NOT GUARANTEED.

- If you are the first docent into the reserve, unlatch the gate. Do not enter closed viewing areas without park staff.
- Report any seals inside the roped area or on trails.
- Rides are met at the EA Trailhead in the afternoon. If visitors are still in the reserve, docents are not expected to stay beyond 5:00 pm.



Visitor Permit

- Be aware of what the visitor permit says.
- Permits are not given after 4:00.
- Visitors must have a permit within their group.
- Pigeon Point Environmental Education Program.



Haul Out Shed

- The Haul Out Shed provides a safe dry place for docents to get out of the elements.
- Water is stored there as well as extra rain gear and chairs.
- Bathroom located nearby.
- Visitors not permitted at Haul Out Shed. Emergency bathroom only for visitors.



What is a Roving Naturalist?

- Roving interpretation is personalized, face-to-face communication where the audience has chosen the venue, the resource is the stage, and the interpreter is the catalyst for knowledge.
- Roving interpretation may *seem* spontaneous, impromptu, unstructured, ad-lib, or unprepared, but this is not the case. When done properly, it is well organized and planned.

Discovering the Magic

- Many times there are seasonal events, phenomena, or special occurrences that take place in the park. Roving provides a perfect opportunity to capitalize on these events.

Discovering the Magic

- Many visitors who would never attend formal programs are very receptive to these more spontaneous discovery opportunities.
- Some roving will be truly spur-of-the-moment, but most of it, while it may seem spontaneous to the visitor, is actually recognized and planned well in advance by a good docent. You may not be able to predict rainbows, but you are aware of the local weather patterns; the advantage is yours.



Keeping Everyone Safe

- The reason why visitors break park rules is most often that they are unfamiliar with them.
- Docents are able to inform visitors before they get themselves in trouble.
- By being a visible park representative, you are regulating like a ranger!
- Inform, not enforce.



Handling the Visitor from #@*!

- Listen carefully.
- Think before you act.
- Maintain control.
- Analyze the situation.
- Take appropriate action.
- Remember that you are a volunteer.
- Do not get emotionally involved.



What is Good Roving?

- Builds a sense of ownership through interaction.
- Gives a personal connection to the place.
- Serves as a remembrance with take-home value.
- Seizes the moment (*carpe diem!*).
- Protects the resource.
- Advertises events and activities.
- Promotes public relations.
- Allows us get to know our visitors.
- Connects management with the visitor.
- Reconnects staff and volunteers to the resource.

That Initial Contact



- *Smile!*
- Use a friendly greeting.
- Be professional in dress and demeanor.
- The ice breaker should make you approachable, not pushy.
- Avoid yes or no questions and answers.
- Personalize your contact.
- Props can draw the visitor into discussions and add interest.
- Binoculars or a spotting scope are a subtle way to announce that there is something interesting to see.
- Be visible and capitalize on visitor curiosity.

Reading Your Audience

- Be observant when approaching the visitor; some people just want to enjoy the experience without well-meant distractions.
- You do not want to disrupt the solitude of the moment or the group camaraderie they are enjoying. Generally, the situation will be obvious.
- On every contact, try to personalize your approach. Read the clues of the person and the situation.
- Do not forget to watch for any signals that indicate the contact should end.

What to Interpret

- Elephant Seals of course.
 - The Molting Cycle
- California Sea Lions, Steller Sea Lions, Harbor Seals
- Otters
- Whales
- Shorebirds
- The Island
- Alien Spacecraft
- Weather
- The Ocean
- Plant life
- Land Mammals/Tracks/Scat
- Your lunch



What to Bring

- Your Red Docent Gear
- Backpack
- Hat
- Sunscreen
- Lunch/Snacks/Water
- Guide Books
- Binos
- Layers
- Props (Pics and Hand Held Items)

A Super Docent
has...