

Museum Docent Manual

2022-23



Introduction

At the Environmental Nature Center, Museum Docents may be the only representatives that visitors encounter in the museum. Therefore, Museum Docents play a crucial role in giving visitors a positive impression of the Environmental Nature Center. The purpose of this handbook is to provide Docents with information that will enhance their ability to effectively perform their duties.

Mission: To provide transformative experiences through connection with nature.

Vision: Our vision is to provide equitable access and inspire all to protect the natural world by serving as our community's leader in ecological responsibility, sustainable practices and environmental education.

Diversity, Equity & Inclusion Statement: The Environmental Nature Center strives to model diversity, equity and inclusion (DEI) in all our policies, practices and procedures and to create an environment in which everyone feels valued and respected. The ENC supports this DEI-focused environment for its membership, staff, visitors, students, and Board of Directors by actively recruiting participation from all constituencies of our community and by aligning our programs, policies, practices, and resources so that all people have genuine opportunities to learn and thrive.

Land Acknowledgement: We at the Environmental Nature Center (ENC) acknowledge that the land we are situated on today is the ancestral home of the Tongva and Acjachemen People. It is important to honor, recognize and respect the history and contributions of the indigenous communities that stewarded this land prior to the establishment of the ENC, ENC Nature Preschool and the ENC Tucker Wildlife Sanctuary. We strive to respect and protect this land, while continually honoring the legacy of indigenous people. This acknowledgement honors their relationship with the land, advances equity, creates authentic connections to Nature, and is a step toward further learning and action.

Core Values:

Respect: *We respect each person who comes to the Center, striving to provide equitable access, and in return respect for our natural environment.*

Responsibility: *We accept personal responsibility and work hard every day to be good stewards of our resources, accountable to our membership and committed to our mission.*

Dedication: *We commit to the work necessary to inspire our community to live sustainably and taking responsibility to protect our natural world.*

Integrity: *We are consistent and honest by making certain our actions match our message.*

Hours of Operation: Please refer to our website for up-to-date information on our hours of operation at the Environmental Nature Center in Newport Beach and the ENC Tucker Wildlife Sanctuary.

<https://encenter.org/visit-us/hours/>

We are closed:

- Labor Day
- Thanksgiving and the day after
- December 24 and 25
- New Years Day
- Memorial Day
- Independence Day

Environmental Nature Center Contact Information :

<u>Phone</u>	<u>Fax</u>	<u>website</u>
949-645-8489	949-645-0618	https://encenter.org

ENC Nature Preschool Contact Information :

<u>Phone</u>	<u>website</u>
949-629-1044	https://encenter.org/nature-preschool

ENC Tucker Wildlife Sanctuary Contact Information :

website
<https://encenter.org/tucker>

Giving Directions

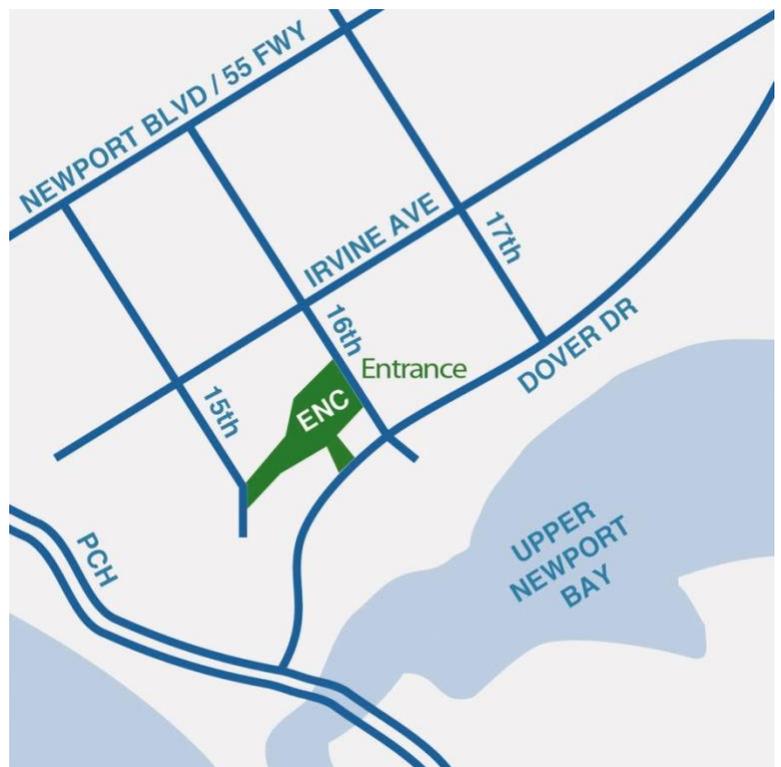
The ENC is located at 1601 E. 16th Street, Newport Beach, CA 92663
Between Irvine Avenue and Dover

From Pacific Coast Highway just to the north of Newport Bay, turn inland on Dover Drive to 16th Street (16th is called “Castaways” to the right). We are on the left side of the road.

From Newport Fwy (55), continue south past the freeway’s end turn left onto 17th St. Turn right on Irvine Ave., left on 16th Str. And we’re on the right side of the road, past Newport Harbor High School.

The ENC Tucker Wildlife Sanctuary is located at 29322 Modjeska Canyon Rd, Silverado

The ENC Nature Preschool is located at 745 Dover Drive, Newport Beach



About the ENC

Founded in 1972, the Environmental Nature Center (ENC) is a world class facility that provides transformative experiences resulting in a deeper connection to nature. The ENC's mission is to provide quality education through hands-on experience with nature. Our vision is to provide equitable access and inspire all to protect the natural world by serving as our community's leader in ecological responsibility, sustainable practices and environmental education. The ENC connects over 50,000 community members to nature annually through school field trips, Traveling Naturalist programs, community programs, nature camps, service learning programs, and professional development programs.

The ENC's 5-acre Newport Beach campus features 15 California native plant communities, wildlife habitat, walking trails, and sustainably designed construction. The ENC's LEED Platinum certified facilities are nationally recognized and provide an essential connection between nature and the built environment. The ENC Nature Preschool is our community's first nature-based preschool and serves as a model nature preschool providing a research forum on nature-based early childhood education. The ENC's 12-acre Tucker Wildlife Sanctuary in Modjeska Canyon includes a natural history museum, trails, and bird observation deck. The ENC is a non-profit 501(c)-3 public benefit corporation. For more information call 949-645-8489, or visit www.ENCcenter.org.

History of the Environmental Nature Center

In 1972 the gully between Newport Harbor High School and the private property on Kings Drive was a dumping area for the school district bus garage and a jungle of non-descript vegetation spilling over sloping back yards. The area from Sixteenth Street behind the athletic fields was a vacant weed patch.

Biology teachers at the high school yearned for a natural area to take their students to learn from "the real world". Previous to 1972 students still had many open spaces such as the Back Bay and open fields to explore, but these places were rapidly disappearing with the development of Orange County. Several of the biology teachers envisioned improving the gully and unused land next to the high school, and establishing an educational facility for all ages to enjoy and learn.

Fortunately, these ideas began to germinate when two women from the Junior Ebell Club (Nancy Leland and Karen Kovach) met with Assistant Superintendent, Dr. Norman Loats to ask what they could do to support environmental education in our community. It wasn't long before the Junior League became involved. A community support group was founded and a non-profit organization with a board of directors began meeting. Just like the "genie in a bottle", educators found enthusiasm they thought they had lost. Potential names for the site were proposed, and the Junior Ebell group decided it should be named The Environmental Nature Center or "ENC".

Community and homeowner organizations including the Kiwanis, Lions and Rotary Clubs were approached to lend their support. With seed funding from Newport Harbor High School and the support of principal Charles Godshall and Dr. Loats the ENC was ready for take-off.

Jill Durkee, parent and Junior League member, became the first president of the Board of Directors. She and biology teacher Robert House met with landscape architect Fred Land, who had an appreciation for native vegetation. He along with Ann Christoph developed the landscape plan and design.

The founders envisioned a completely natural area where students could experience the sounds of birds, the smell of flowers and the textures of nature. Native trees, shrubs, and flowers, which had adapted to the climate and geography of California, were planted in the Center. This type of vegetation introduces people

to the uses and benefits of native plants, and shows students the flora they would observe in natural California. The board initially decided to depict twelve of California's plant communities to demonstrate the benefits of natives. Desert, chaparral, forest and riparian habitats were established.

The high school initiated classes that would do the work to establish trails, plant trees, rototill, weed, build log fences, etc. During the first year, four classes of twenty-five students met in the ENC to perform various tasks. Students built the 300-foot recycling stream with two ponds. Mass quantities of dirt were obtained when the high school was excavating an Olympic size pool. The pool dirt was dumped into a huge pile that would form a buffer shield from the athletic fields and also demonstrate the effect of north and south face exposure adaptations of plants. One hill would provide a natural setting for an amphitheater overlooking the waterfall.

The litter filled gully has since been planted with sycamores, oaks and island flora. It became a rewarding chore for many people to see this two and one half acre area develop, grow and change into what it has become one of the most unique examples of native California flora within Southern California. With vegetation came insects, spiders, lizards, amphibians, birds and mammals. The local Audubon Chapter has recorded over 160 species of birds within and above the Center. The largest mammal to take up temporary residence was a coyote.

As the ENC matured, so did the many educational programs. Outdoor educational programs for elementary students were developed. A volunteer docent group was established to lead teachers and their students on programs in the Center.

The trees have grown, the plant communities have matured, yet it isn't finished. Nature continuously changes and with changes come new life and more planting and upkeep if we are to continue to walk with nature in this place.

Today the ENC is 3.5 acres and combines 15 native California plant communities, wildlife habitats and walking trails. The ENC provides our community with natural science and social science education programs, preserved open space, and a sanctuary from the pressures of every day life.

The ENC Green Building

The ENC's state-of-the-art learning facility was designed to achieve the highest level of "green" building certification – a LEED Platinum Certification – the first of its kind in Orange County. The building, opened in May 2008, offers a comprehensive indoor-outdoor educational "habitat," where students and visitors can increase their understanding and deepen their appreciation of California's natural resources and wild places.

Visitors to the 8,500-square-foot facility see examples of "green" building methods including natural ventilation, organic and re-used materials, reduced water usage, and on-site energy production in the form of a 70-foot photovoltaic array (solar panels). Other sustainable features include light pollution reduction, water and energy use reduction, recycling, composting, and even green housekeeping methods.

There have been many people involved with the ENC and all have given of themselves to help in its development. Their time, effort and dedication have been unparalleled. A few who come to mind besides those already mentioned are Carol Anslow, Kay Brown, Mary Ellen Brownell, Bill Burge, Susan Busch, Peggy Clark, Susan Clark, Debra Clarke, Cinda Johnson, Bob Kelly, Joan Kitchens, Curt and Michael Owens, Arline Parker, Joan and Al Pizzo, Rae Price, Bruce Trotter and Richard Yarnal.

The ENC's Native Orange County Butterfly House

The Environmental Nature Center opened its Orange County Native Butterfly House on Sunday, April 17, 2005. The ENC's Butterfly House is the only one of its kind in Orange County. It is home to several species of butterfly native to the County. The Butterfly House was made possible by a gift from the Rotary Club of Okazaki South in Japan and the Rotary Club of Newport Balboa as a joint centennial community service project. Additional funding was received from Pacific Life Foundation and Home Depot.

In the fall of 2004, Master Gardener volunteers helped plant 45 different host and nectar plants for the native Orange County butterflies that live within the Butterfly House. The internal landscape of the butterfly house was based on research determining the host and nectar plants needed by the butterfly species available.

Within the House is a “nursery” where guests can witness adult butterflies emerge from chrysalises.

The Butterfly House is open when butterflies are present. Please ask staff if you are unsure.

The ENC Preschool

The ENC Nature Preschool educates 72 children daily, engages parents in active learning, serves as a model nature preschool and provides a research forum on early childhood and environmental education. ENC Nature Preschool is a developmental play-based emergent curriculum where children's ideas, inquiries, discoveries, and investigations are nurtured and implemented. With hands-on daily experiences children acquire a deep intuitive understanding of nature and the natural world. Engagement in the environment and with others is where real learning occurs. Attributes of the Outdoor Classroom Project, Reggio Emilia and Waldorf approaches contribute to the curriculum foundation.

Emergencies, Incidents, and Accidents

If an emergency occurs while you are in the Center and requires an ambulance, police or fire department, **CALL 911** on the telephone. Tell the dispatcher you are calling from the Environmental Nature Center. Our phone number is 949-645-8489. Tell an ENC staff person immediately if an emergency, incident or accident occurs.

The dispatcher will ask you:

1. What is happening? *Give a brief description of the emergency.*
2. Where is the emergency? *Be as specific as possible, i.e.: the Environmental Nature Center at 1601 E. 16th Street in Newport Beach. We are next to Newport Harbor High School between Irvine and Dover on 16th street.*
3. Your name.
4. Additional information.

If you are calling from a cellular phone, remain on the line with the dispatcher until emergency help arrives. If you are instructed to end the call, give the dispatcher the number for the cellular phone and leave the phone “on.”

If possible, send someone out to help direct the emergency vehicles to the correct place. Notify ENC staff immediately.

There is a First Aid Kit at the front desk, and in the ENC staff office. During enrichment and summer camps, the Leaders in Training or Camp Teachers must carry the first aid backpack for their group with them at all times. If your valid first Aid/CPR card is on file at the ENC, you may administer minor first aid. It's always easier to give the first aid kit to parents if they inquire. Leaders in Training (without proper, up to date training) cannot administer first aid. If the injury or illness is serious, send an adult with the student to the office. Staff in the office will attend to them immediately.

**Environmental Nature Center ENC Nature Preschool
EMERGENCY ACTION PLAN**

In the event of an emergency in which the police or fire department must be contacted, please call 911.

Environmental Nature Center (ENC)	949-645-8489
ENC Nature Preschool (NP)	949-629-1044
Bo Glover, Executive Director (cell)	949-933-2144
Vanessa Sener, NP Director (cell)	949-231-7334
Lori Whalen, ENC Assistant Director (cell)	949-335-8656
Kathy Satchell, NP Enrollment and Inclusion (cell)	949-351-8371
Newport Beach Police Department	949-644-3681
Newport Beach Fire Department	949-644-3104
Poison Control	800-222-1222
HOAG Hospital	949-764-4624
American Red Cross	714-481-5300
Child Abuse Services	714-935-7574
CA Dept. of Social Services-Community Care Licensing	714-703-2800, 714-940-1000, 800-207-446

ADDRESS

The Environmental Nature Center is located at 1601 E. 16th Street, Newport Beach, CA 92663
ENC Nature Preschool is located at 745 Dover Drive, Newport Beach, CA 92663

GATES AND PADLOCKS

All ENC staff members will be provided a key that opens all padlocked gates. Emergency gates will open with push bar.

EMERGENCY CODES

In the event of an emergency the following codes should be used when communicating via walkie talkie in order to identify the nature of the emergency.

- Code Black: Perceived Threat
- Code Blue: Medical Emergency
- Code Red: Emergency Evacuation
- Code Yellow: Lost Child

EMERGENCY PROCEDURES

When an emergency occurs that requires help from another ENC staff member follow the procedures as outlined below.

1. Use two-way radio to alert others of the situation. All staff members are required to carry a radio on them at all times when working with children.

2. Blow whistle three times in a row, repeating twice (to the tune of "Jingle Bells"). Continue blowing the whistle in sets of three until someone comes. If you are answering a distress call, blow your whistle twice. Whistle must be carried at all times.
3. Use cell phones to call for help. It is suggested that you carry your cellphone with you (on vibrate) and have emergency and staff phone numbers in your contacts.

Upon hearing any call for help, ENC staff must immediately respond via two-way radio or whistle to ensure that the staff person in need is receiving assistance.

EMERGENCY ASSEMBLY AREA

If at the Nature Center:

- The emergency signal is three blasts from the megaphone followed by communication via two-way radio. The megaphone is located on the center desk in the office.
- Assemble on the patio, around the fire pit.
- If alternate emergency assembly area is necessary, communication will be provided via two-way radio.
- The alternate emergency assembly area is the Newport Harbor High School field via the gate by the compost area, or the gate by the field shed near the Torrey Pines.
- Additional alternate emergency assembly area NP front parking lot accessed via redwood gate.

If at the Nature Preschool:

- Assemble on the Outdoor Playscape decomposed granite (dg) driveway area near south fence. (Neighbor's house side)
- Alternative emergency assembly area is Nature Center patio

EARTHQUAKE EVACUATION PROCEDURES

Immediately

- STOP IN PLACE DURING SHAKING
- If indoors with children blow whistle 3 times (2 rounds) then yell loudly "Freeze" repeat whistle blow 3 times (2 rounds). If at the NP Yell, "Bunnies in the hole". If at the NC Yell, "Duck and Cover". Children should go down on knees with head forward towards knees and hands interlaced on back of neck. Staff should assist children first and then go to pose.
- Be aware of fallen power lines and other hazards.

If at the Nature Center after shaking has stopped:

Evacuate the buildings

- Admin Grab major emergency backpack, megaphone and master class rosters from middle desk in the office.
- Designate one person to walk through both buildings to ensure all occupants have evacuated.
- Evacuate towards emergency assembly area using safest route possible.

Assemble

- On the patio around the fire pit or alternative emergency assembly area and listen for instructions.

Identify

- Check class lists to ensure all attendees are present.
- Identify names and last known location of anyone, including volunteers and visitors, not accounted for. Deliver that information to the designated staff person who will search for the students and staff.
- If it is determined it is not safe to search the Center for persons, the names and last known locations should be provided to the appropriate authorities to determine the proper course of action.

Resume

- Returning to schedules and classrooms will depend on earthquake magnitude and situation.
- If situation is serious then families may be called to pick children up.

If at the Nature Preschool after the shaking has stopped:

Evacuate the building

- Put on their emergency vest (located in backpack).
- Available Admin will assist Tortoise and Coyote classrooms.
- Designated Admin will check and clear both administration (Building #A) and classrooms (Building #B) to be sure no one remained inside.

Assemble

- Call children with classroom instrument to group in designated classroom space in NP Playscape area on dg driveway near west fence.

Identify

- Check attendance to ensure all students are present.
- Designated Admin verify attendance counts match daily preschool count and verify all staff are accounted for.
- Designated Admin will check for any issues or injuries.

Resume

- Returning to schedules and classrooms will depend on earthquake magnitude and situation.
- NP Staff may need to prepare to be outdoors for remainder of day.
- If situation is serious then families may be called to pick children up.
- If there are injuries or building damage, then Emergency Disaster Plan and staff roles will be initiated and implemented (see Emergency Disaster Plan- LIC 610).

FIRE EVACUATION PROCEDURES - CODE RED

Immediately

- Activate nearest fire alarm
- Call 911
- Call Code Red on two-way radio

If at the Environmental Nature Center:

Evacuate

- Designated staff grab major emergency backpack, megaphone and master class rosters from middle desk in the office.
- Evacuate towards assembly area using safest route possible

Assemble

- On the patio around the fire pit or alternative emergency assembly area and listen for instructions.
- Naturalists check class lists to ensure all attendees are present.

Identify

- Identify names and last known location of anyone, including volunteers and visitors, not accounted for. Deliver that information to the designated staff person who will search for the students and staff.
- If it is determined it is not safe to search the Center for persons, the names and last known locations of any missing persons should be provided to the appropriate authorities to determine the proper course of action.

Resume

- Returning to schedules and classrooms will depend on earthquake magnitude and situation.
- If situation is serious then families may be called to pick children up.

LOCATION OF NEAREST FIRE EXTINGUISHERS:

At the Nature Center:

1. In hallway of the Staff Building
2. In the Nature Museum
3. In the Sycamore Classroom
4. Field Storage Building
5. Grounds Shed

Key Policies for Volunteers

The Key Policies were developed to provide you with standards on which to base your behavior while conducting business as a volunteer for the Environmental Nature Center. The policies are meant to be fair and unambiguous. Their spirit should be observed regardless of the type of activities you are involved in as an Environmental Nature Center volunteer.

Dress and Personal Gear

Volunteers are expected to wear appropriate attire for the type of activity they are involved in.

Scheduling

Volunteers who have scheduling requests or conflicts should notify the Volunteer Manager by phone or e-mail well ahead of time. This will help to prevent schedule surprises.

Punctuality

Volunteers must be on time for a scheduled work shift. Chronic unsubstituted absence (three times within a year) will result in dismissal from the program.

Docent Behavior

ENC docents should model the behavior expected of the public. Use of profanity will not be tolerated.

Dismissal of Docents

Volunteers are required to follow all policies discussed in this manual. Failure to do so may result in dismissal from the program. The ENC reserves the right to dismiss docents from the Docent Program at any time as a result of severely inappropriate behavior while serving as a volunteer. Except in instances involving

severely inappropriate behavior, docents will be allowed two warnings before being dismissed after their third offence.

Sexual Harassment Policy

The ENC does not condone, nor will it permit, sexual harassment of any employee or Volunteer in the workplace, and all ENC staff and Volunteers are required to abide by this policy. Any volunteer experiencing or witnessing such prohibited behavior should report it to the Volunteer Manager or, if the behavior of such supervisor is perceived to be the problem, then to a higher level ENC staff member. All complaints will be investigated as expeditiously, discreetly, and confidentially as possible. No individual who initiates such a complaint in good faith shall be subject to any form of retaliation or otherwise disadvantaged as a result.

Representation of ENC

Volunteers are not authorized to, and must refrain from, speaking on behalf of the ENC. Volunteers are of course free to speak their own minds (making clear that they do not speak for the ENC) when away from the Center and not acting as Volunteers, but while acting as Volunteers they need to exhibit proper decorum and must refrain from derogatory comments about any private or public individuals, agencies, businesses, or organizations, or the policies of any of the foregoing, whether they are ENC neighbors or otherwise, realizing that any statements they make, even if clearly stated to be their own opinion, may be misinterpreted by others as statements by or on behalf of the ENC.

Requirement for Service

These requirements ensure that you are qualified to handle the various tasks you will be asked to complete as a volunteer.

Museum Docent Training Class

Volunteer activities reflect directly on the volunteer program and the Environmental Nature Center, and as such we must maintain a high level of integrity and professionalism. To achieve this, each volunteer must complete a training class including a lecture and tour of the facilities.

Time Commitment

To ensure that the program succeeds we need all of the volunteers to take an active part. Volunteers are expected to serve one four-hour assignment a month. You are, of course, welcome to give more time. We encourage people to stay with the program for as long as they find it interesting and fulfilling!

Volunteer Enrichment

Volunteers are encouraged to continue their professional development after completion of the initial training class. The ENC offers frequent educational programs, as do many other local organizations. The Volunteer Manager may inform docents of appropriate educational opportunities. Volunteers who make an effort to continue with their professional development typically get more out of the program and remain active for a longer period of time.

Supplies

Supplies such as educational tools and books are to be used only for Nature Center activities.

A library of natural history reading materials is located in the ENC library, and volunteers are encouraged to “check them out” while they are staffing the front desk. Volunteers may check out select books and videos to take home. See the Volunteer Manager if you are interested.

Telephones

Answering the Phone: *“Environmental Nature Center, this is Robin”*

Answer questions when you know the answer.

Otherwise, figure out whom should get the call, and say: *“I’ll transfer you to X for help with that”*

hit TRANSFER

dial X’s extension

hit SEND

hang up

Museum Duties

Answer questions, direct people to exhibits, politely maintain order, hand out buckwheat, coloring pages, maps, brochures, flyers, and scavenger hunt sheets. The “prize” for returning the scavenger hunts is an ENC pencil.

Tidy up the front desk.

Clean off used laminated scavenger hunt sheets, make sure there is distilled water in the animal footprint sponge, put books away.

Keep footprint stamps upright (lest they stick and tear).

Geocache: if anyone asks, get out the GEOCACHE plastic box for them.

Bring things to entertain yourself, and ask staff if they need help with anything!

Photography and Film Permit Policies

The Environmental Nature Center requires a photo/film permit for all commercial and professional photography and filming. The ENC Photography and Film Permit is available at encenter.org/photography-and-film-permits

Guests must file an application, and receive a permit from the Environmental Nature Center if...

- A client will pay them for their services.
- Their photographs or film will be published or shown in a public arena.
- They will sell their photographs or video.
- They will be using any Nature Center facilities, such as the amphitheater or deck.

FEES:

\$25.00/Hour

Still Photography per hour

\$150.00/Day

Still Photography one day

\$400.00/Day

Filming/video for one day

Free

non-commercial student productions pertaining to the ENC’s mission.

Frequently Asked Questions:

- **What time do you open? What time do you close?**

Please refer to our website for up-to-date information on our hours of operation at the Environmental Nature Center in Newport Beach and the ENC Tucker Wildlife Sanctuary.

<https://encenter.org/visit-us/hours/>

We are closed:

- Labor Day
- Thanksgiving and the day after
- December 24 and 25
- New Years Day
- Memorial Day
- Independence Day

- **When is the Butterfly House Open?**

The Butterfly House is open when butterflies are present. Please ask staff if you are unsure.

- **How do I get to the ENC?**

Docent Manual p.3 “Giving Directions”

ENC web site menu bar: visit > location > directions & map

<http://encenter.org/visit-us/directions-map/>

- **Where are the restrooms?**

Down hall on left. More down hall, outside.

- **How long are the trails at the ENC?**

Not long. Total just over 1 mile.

- **Can strollers and wheelchairs be taken on the trails?**

Yes.

- **Can lunches be eaten on the grounds?**

Yes, outside (not in the building—we have ants). We have picnic tables.

- **Is there an entrance fee?**

No, but donations are appreciated.

- **How long has the ENC been here?**

Since 1972.

Green Building: since 2008

Preschool: Since 2019

Docent Manual p.4 “History of the Environmental Nature Center”

ENC website menu bar: about us >> history

<http://encenter.org/about-us/history/>

- **Do you sell bottled water? Where is the drinking fountain?**

We sell refillable water bottles in our gift shop. Drinking fountain is down the hall and just outside the door.

- **Do you recycle?**

Yes! We recycle on the grounds. We recycle in our kitchen. And the “trash” is sorted by the city for recycling.

Program-Related Questions:

- **What is the ENC?**

The Environmental Nature Center is a 501(c)3 non-profit public-benefit corporation dedicated to providing provide transformative experiences through connection with nature.

- **What do you have there?**

The ENC showcases representative plants from 15 of California’s plant communities, although it does not come close to representing all of California’s amazing biodiversity!

<https://encenter.org/visit-us/plant-communities/>

Also:

Small hands-on museum, seasonal butterfly house, native plants and gifts for sale.

ENC website menu bar: visit>> <http://encenter.org/visit-us/>

- **What programs do you offer?**

Day camps, school field trips, scout programs, community programs...

ENC website menu bar: visit>>programs

<https://encenter.org/visit-us/programs-2/>

- **What activities are coming up at the ENC?**

ENC website menu bar: visit>>events calendar

<https://encenter.org/visit-us/upcoming-events/>

- **What are the age limits for ENC activities?**

Depends on the activity, we offer something for every one!

- **I want to register for Program X over the phone on a Sunday**

All program registration occurs online. If they are having trouble they can contact staff during the week. It’s possible that the program is full, or registration is closed if the system is not allowing them to register.

- **Before and during programs (Where is my kid supposed to go? Where do I pick him up?)**

Check description of the event online, or have them contact staff during the week.

Camp information

ENC website menu bar: camps>>

<http://encenter.org/camps/camp-newsletter/>

- **Is Program X filled?**
Ask if they checked online. Tell them to go to events calendar, click on event, and try to register. It will say if the event is full
Need more info? Contact staff during the week.
- **Do you need volunteers?**
Adults: Museum Docents, Event Docents, Grounds Volunteers

Students: assist on the grounds, or with administrative work
Leaders in Training (formerly “Jr Naturalists”) help with student enrichment programs and camps (summer, plus school break camps)

Internship positions give volunteers the opportunity to learn new skills, hone existing skills, and add experience to their résumés. Internship opportunities include Education, Horticulture, Animal Care, Diversity/Equity/Inclusion and Zero Waste Interns. For more info visit <https://encenter.org/volunteer-enc/>

Museum Related Questions:

- **What tree is displayed in the museum?**
Sycamore (donation box); Coast Live Oak (center display)

Membership & Money Related Questions:

- **How can I become a member?**
Online or envelope available at front desk
ENC website main page tab: “DONATE”
<https://encenter.org/become-a-member/>
- **What do I “get” when I become a member?**
That depends on membership level; look on envelope or on website
- **How are you funded?**

Programs	39 %
Grants	21.6%
Events	14.7%
Memberships	10.2%
Gifts (donations)	6.8%
Sales	4 %
Rentals	3.6%
- **How and to whom can I make a donation?**
Mail or drop off check, Credit cards online
ENC website main page tab: “DONATE”
<https://encenter.org/donate/>

Plant-Related Questions:

- **Do you have native plants for sale at the ENC?**
Yes (If they are coming just to buy plants, go look and see what we have)
- **Are there any poisonous plants in the Nature Center?**
Yes, poison oak... off the path. At sign but can be anywhere
- **Why can't I take these dead leaves/sticks home?**
They are part of the ecosystem. Provide homes for animals, insects. Decompose to become part of the soil

Butterfly –Related Questions:

ENC website menu bar: visit>>butterfly house

<https://encenter.org/butterflies/>

- **Why is butterfly house closed in winter?**
Butterfly season typically occurs when it is warm, May-September
- **When will the Butterfly House reopen?**
When we have butterflies.
- **What are the Butterfly House hours?**
During our open hours if there are butterflies.
- **Why are there so few butterflies in the Butterfly House?**
Population depends on availability, predation, weather, season, disease, temperature, etc.

Animal-Related Questions:

- **I have an injured animal, where should I take it?**
See “Orange County Wildlife Rehabilitation Centers” at <https://encenter.org/wp-content/uploads/2012/04/Wildlife-Rehab.7.31.15.pdf>
- **Can I abandon my unwanted pet at the ENC?**
No, it would not survive here. See “Orange County Wildlife Rehabilitation Centers” Page 2 has contacts for abandoned pets: <https://encenter.org/wp-content/uploads/2012/04/Wildlife-Rehab.7.31.15.pdf>
- **I found this creature and I want to set it free at the ENC...**
No Leave it where you found it, if at all possible. Otherwise, see “Orange County Wildlife Rehabilitation Centers” <https://encenter.org/wp-content/uploads/2012/04/Wildlife-Rehab.7.31.15.pdf>
- **Do wild animals come onto the ENC grounds?**
Yes, whatever wanders through and/or chooses to live here (rabbits, lizards, butterflies, other insects, birds, squirrels...)

- **Are pets allowed at the ENC?**

Only Service Animals

Pets scare the wildlife and don't clean up their own messes their scent can frighten or confuse the animals that live here.

If it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions:

- (1) Is the dog a service animal required because of a disability?
- (2) What work or task has the dog been trained to perform?

Staff may not ask about a person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work task.

Nature Preschool Questions:

- **What number am I on the waitlist? Call 949-629-1044**

Point of Sale Procedure for Nature's Gifts Shop

Ask staff to help you if you have not yet been trained on the POS System in the Gift Shop. We would love to walk you through a few transactions. Items in the store are inventoried, so it is imperative that we ring them up correctly. Please do not make up prices or exchange items for cash without recording the sale on the computer. It's super easy and fun!

Discounts:

10% discount ENC members, docents and board members

20% discount for employees



Museum Docent Volunteer Acceptance Agreement

I have read, understand and agree to comply with the ENC standards as detailed in the Museum Docent Manual.

Volunteer Signature Date

Name: _____

Address: _____
street city zip

Telephone: (home) ____/____/____ (cell) ____/____/____

(work) ____/____/____ email: _____

Emergency Contact: _____
name relationship

Telephone: ____/____/____

EMERGENCY MEDICAL FORM

I hereby authorize and consent to any x-ray, examination, anesthetic, medical or surgical diagnosis rendered under the general or special supervision of any member of the medical staff and emergency room staff licensed under the Medicine Practice Act or a dentist licensed under the provisions of the Dental Practice Act and on the staff of any acute general hospital holding a current license to operate a hospital from the State of California Department of Public Health. It is understood that this authorization is given in advance of specific diagnosis, treatment or hospital care being required but is given to provide authority and power to render care which the aforementioned physician in the exercise of his/her best judgment may deem advisable. I hereby agree to indemnify and hold harmless the Environmental Nature Center, the Newport–Mesa Unified School District and any of their officers, agents, or employees from any liability, claim or action for damages resulting from, or in any way arising out of volunteering at or for the ENC.

This authorization is given pursuant to Section 6910 of the Family Code of California and remains effective for one year from the date of signing.

Upon returning this form, I immediately consent to the use of my name, likeness and photo for use in all manners by the ENC staff, including displays, newsletters, brochures or any other lawful purposes.

Signature: _____

Phone: ____/____/____ Date: _____

ENC Staff Signature: _____ Date: _____