Christy Woods Greenhouse and Gardens

Docent Program

for

Rinard Orchid Greenhouse

Interpretation Procedures

You’re here because you enjoy experiences in our natural world. You’ve had them on field trips, walks through the park, and your own vacations. We’re giving you the words to build those connections, from history to our own understanding, for other people.

Ball State University

October 2013
**Visitor Interaction**

- **Engaging guests**
  1. Identify them
  2. Assess their needs
     - **Facilitators** - Acknowledge and compliment them and their guests. Visit is social experience.
     - **Professional/Hobbyist** - Unlikely to follow prescribed path. Repeat visitors. Engaged in activity and is likely an expert.
     - **Photographer/Special Interest** - Invited, pre-arranged community event
     - **Recharger** - Desires to rejuvenate. Often repeat visitor. Does not often wish to engage in direct dialogue.
  3. Provide experience
     - Don’t just tell them what is at the Greenhouses or Christy Woods. Show them!
     - Be prepared with content *and* experience. Use brochures, information, and personal knowledge to show and tell visitors about what Christy Woods facilities can offer them.
  4. Be available!
     - If visitors are on the grounds, be present.
     - Be a guide, not a guard.

- **Internal customer service**
  - Remember: You are the key that makes the program run. Let us know comments and concerns at any time.
  - Consider suggesting and planning activities. You are what keeps the Christy Woods’ team thriving.

- **Visitor Interaction Rubric**
  - You will be evaluated several times during this season
  - 1 peer evaluation (you choose the time), 1 manager evaluation Greenhouse or Christy Woods manager)
  - Keep an artifact list for final evaluation
    - What, at the end of the season, can you show as your best practices?
    - How would you like to grow your skills?
Resources


- Interpretive tours in Display Area
- Point out interesting facts about what is in bloom, including economic uses of tropicals on permanent display
- Encourage visitors to read signs, QR codes, ask questions
- Encourage visitors to touch plants with TOUCH ME signs
- Invite small groups to see the Greenhouse if interested
- Encourage visitors to smell flowers
- Quarterly special function visits include Photography, Artists in the Community
- BSU Art student exhibits on rotating display

2. Teaching/Research Greenhouse

- Interpretive tours in entire TRGH greenhouse
- Encourage visitors to touch plants with TOUCH ME signs
- Encourage visitors to smell flowers, herbs

3. Christy Woods

- Stay on trails—especially in Christy Woods (causes soil compaction)
- Encourage others to stay on the trails
  - Staff manages poison ivy along the trails, but often not farther than a few feet off of them
  - Chiggers and mosquitos
- Don’t pick flowers and encourage others to refrain
- No collecting or harvesting live leaves, twigs, fruit, mushrooms, or animals or any kind
- No bikes in the Christy Woods (bike rack available near TRGH)
Orientation for Docent Resource Area - Orchid Greenhouse

- The Docent Resource Area for the orchid greenhouse exists in two places. The physical Docent Resource Area is in the office of the current orchid greenhouse, and will soon be in the Dr. Joe and Alice Rinard Orchid Greenhouse, located in Christy Woods. Many electronically accessible resources will also be available soon, through a Wordpress site for the Rinard Orchid Greenhouse. Unfortunately, they are not mirror copies.

- To use the Docent Resource Area in the office, please visit during normal business hours: 7:30 am – 4:30 pm weekdays (Saturdays by arrangement, closed on Sundays). Anytime you lead a tour, it is good to research what is available here, and to stop by at least 15 minutes beforehand to sign-in and pick-up your name tag.

- Files are being built as this program develops. They will be alphabetical by plant Genus name on left; plants are also by the accession number. The title is also usually on the file folder. An online photo-database is also forthcoming. Also in the files are tour outlines, handouts, maps, and more plants in the same genus.

- General subject files are in the file cabinet, Christy Woods history, Wheeler-Thanhauser Orchid Collection history, Rinard Orchid Greenhouse history, other pertinent history. Near the file cabinets is a bookcase with general orchid books, some teaching objects, e.g. orchid seed pods, vanilla pods, stem of an ‘ant-orchid’, and more.

- Please share any suggestions for making these resources work better for you.
Interpretation Shift Procedures

1. Sign in at ROGH desk
2. Walk through Display Area, ROGH greenhouse, TRGH, and Christy Woods, per area of volunteer interest, check exhibits, including frogs, art and other
   a. If there is an extreme temperature issue, contact ROGH Curator (Cheryl) or TRGH/Christy Woods Manager (Shari).
3. Check in with ROGH staff regarding any issues
4. Engage guests in Christy Woods if people might be outside (see p. 2)
5. Facilities and Trails at close
   a. Inform visitors of closing times approximately :15 minutes prior to close
   b. Christy Woods staff will tend to locking up facilities.
   c. Fill out Daily Interpretation Excel sheet
   d. Date, Day of the week, Total # of people you saw AND # of people you interacted with, Observations, and Staff Initials
6. Sign out

Rinard Greenhouse Docent Program – Basic Information

General Greenhouse Information
The Restroom is located along the north wall of the Rinard Display Greenhouse, between greenhouse office and the Head House.

No food or drink is allowed in the greenhouses. Coats and large bags can be placed in the Head house or along the north wall of the Display House. Notebooks, clipboards, and pencils are allowed. Photography is allowed, including flash photography.

Staff Support
- There is one Docent post in the Display House: Front desk. There is one staff office within the Rinard Greenhouse. A second staff office is located in the South Service Building, located to the east of the Teaching/Research Greenhouse.
- Staff are not allowed to loan you their key. Non-staff members may not access non-public areas of the greenhouse, ie mechanical areas.
- If a visitor is present at the front desk asking to speak to a staff member, inform the staff member on duty, then the visitor can talk to the person they need.
• When visitors enter the building, invite them to leave their coats and bags in the Head House or along the walkway.

• When a tour group enters the building, greet them, giving your name. Do converse with the leader of the group.

• When a docent leads a tour through the greenhouse, he or she does not assume the responsibilities of a staff member.

**Conduct with Disabled Visitors and School Groups**

• Disabled visitors may use the reserved disabled parking spaces near the Marilyn K. Glick Center for Glass (west of the Greenhouse). These parking spaces may be used by visitors displaying a valid disabled permit or license plate. If the visitor is issued a ticket indicating “no valid permit”, the citation can be cleared by sending the requested information via mail within 5 business days.

• A disabled visitor may enter the greenhouse at the parking lot entrance. A disabled visitor is permitted to enter the greenhouse with a service animal.

• School buses may drop off students on University Ave. or Riverside Ave. From University or from Riverside Ave., buses then go to street parking on College Ave. south of the Student Center or, if only one bus, the parking lot between the Teachers College and the Arts and Journalism building may be used. MITS buses may use the same drop-off locations.

**Emergency Procedures**

• In case of emergency, inform greenhouse staff immediately to notify campus police at (765)285-1111. A report may need to be made.

• Emergency exit is located as follows:

  o East Exit - east end of Wheeler-Thanhauser Orchid Collection and Species Bank Greenhouse (WOCSB), on the northeast side of Cool Greenhouse, adjacent to wooded area to east of greenhouse.
  o Main entrance - adjacent to office/vestibule, to the west of the Display House.

• Fire extinguishers are located in the Head House and Mechanical Room.
• If a plant or work of art is missing from the greenhouse without proper authority/documentation, report to greenhouse staff who should report to Field Station director immediately.

• If you see someone in the act of stealing or vandalizing a plant or work of art, call staff to report to 911 immediately.

• If a fire alarm sounds leave the building.

• If a tornado alarm sounds go to Head House.

• If there is a power failure, notify staff and leave/escort group out immediately.

• If there is a bomb threat, call staff to call campus police at (765)285-1111 immediately.

• If someone in the greenhouse has a medical emergency, tell a staff member immediately and stay with person until help arrives. Campus police and staff should be informed by staff immediately.

For any changes in scheduling or emergency changes:

Please contact Volunteer Coordinator Jill Jereb,
Email: ghdocent@gmail.com or (765) 288-3048. Please leave a message.