

# ORGANIZING AND IMPLEMENTING GROUP TOURS

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Englebright Lake/Bonneville Lock and Dam  
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# KEEPING TRACK OF RESERVATIONS: OLD SCHOOL OR HIGH TECH?

- Do what works for you!!
- Paper forms

Program Confirmed: \_\_\_\_\_ Teacher Packet Sent: \_\_\_\_\_  
 Date Request Taken: \_\_\_\_\_ Request Taken By: \_\_\_\_\_  
 Program Date: \_\_\_\_\_  
 Group Leader: \_\_\_\_\_  
 School/Organization: \_\_\_\_\_  
 Street, City, Zip: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_  
 Group Arrival: \_\_\_\_\_ Group Departure: \_\_\_\_\_  
 Lunch at Park? Yes ☐ No ☐ Rent Shelter: Yes ☐ No ☐  
 Number Attending: \_\_\_\_\_  
 Age or Grade: \_\_\_\_\_  
 Onsite ☐ Offsite ☐  
 Classroom Use: \_\_\_\_\_ Theatre Use: \_\_\_\_\_  
 Program Requested: \_\_\_\_\_  
 Rangers Assigned: \_\_\_\_\_  
 Notes: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Caesar Creek Project

Mon Tue Wed Thu Fri Sat Sun DATE: \_\_\_\_\_  
 Staff On Leave: \_\_\_\_\_  
 Staff Called in Sick: \_\_\_\_\_ Notify Time Keeper: \_\_\_\_\_  
 Offsite Outreach: \_\_\_\_\_  
 Onsite Outreach/Boat Days/Other: \_\_\_\_\_  
 \*\*\*CHECK THE STAFF SCHEDULE BEFORE COMMITTING TO GROUP\*\*\*  
 Time: \_\_\_\_\_ BIVC PHH Programs: HydroFish Hydro Fish Nav-lock Orientation  
 Group: \_\_\_\_\_ Leader: \_\_\_\_\_  
 Grade: \_\_\_\_\_ Students: \_\_\_\_\_ Adults: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Group Special Requests: \_\_\_\_\_  
 Initials: \_\_\_\_\_ Roster/Packs: \_\_\_\_\_ Date: \_\_\_\_\_ Assigned: \_\_\_\_\_  
 \_\_\_\_\_  
 Time: \_\_\_\_\_ BIVC PHH Programs: HydroFish Hydro Fish Nav-lock Orientation  
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 Group Special Requests: \_\_\_\_\_  
 Initials: \_\_\_\_\_ Roster/Packs: \_\_\_\_\_ Date: \_\_\_\_\_ Assigned: \_\_\_\_\_  
 \_\_\_\_\_

Bonneville Lock and Dam

ON SITE PROGRAM INFORMATION *EKIP Program*  
 Actual Attendance: \_\_\_\_\_  
 Actual # of Program: \_\_\_\_\_  
 Program Information:  
 Date of Program: *April 26* Time: *10-1:00*  
 Location: *LC*  
 Subject: *Biodiversity, EKIP, Mammals, play at Dam*  
 Personnel: *Melissa* are \_\_\_\_\_  
 Multiple programs? Time 1<sup>st</sup> program begins: \_\_\_\_\_ Length: \_\_\_\_\_  
 Time 2<sup>nd</sup> program begins: \_\_\_\_\_ Length: \_\_\_\_\_  
 Time 3<sup>rd</sup> program begins: \_\_\_\_\_ Length: \_\_\_\_\_  
 Contact Person Information:  
 Contact person: *Josh Johnson*  
 Phone number: *977-4643*  
 Email: \_\_\_\_\_  
 Physical address: \_\_\_\_\_  
 Audience Information:  
 Age of attendees: *4th grade*  
 Number of attendees: *50+*  
 Special needs or requests from leader: \_\_\_\_\_  
 Reporting Information: check one  
 Contact type: Corps Mission \_\_\_\_\_ Cultural/Historical \_\_\_\_\_ Environmental \_\_\_\_\_  
 General Safety \_\_\_\_\_ Project Tour \_\_\_\_\_ Water Safety \_\_\_\_\_ STEM ☒  
 Request Information: Person taking the request: *AK*  
 Date request was taken: *4/27/17*  
 Follow up comments: \_\_\_\_\_

Rend Lake Project



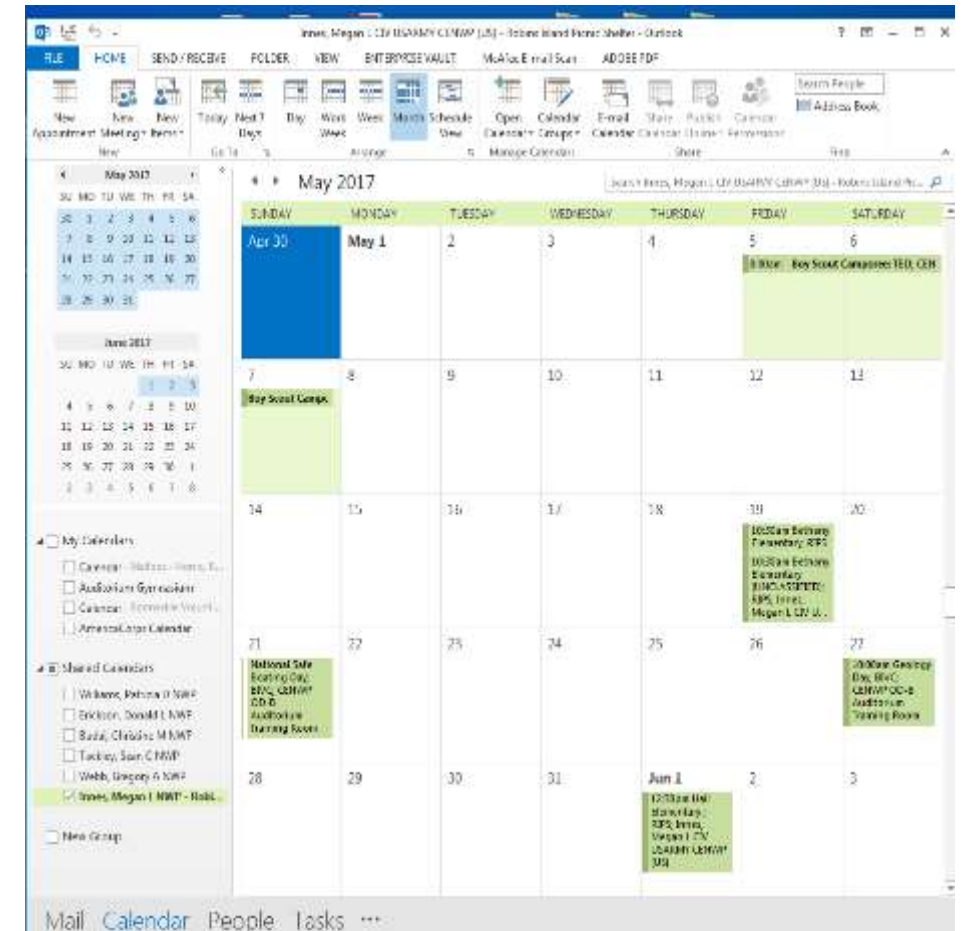
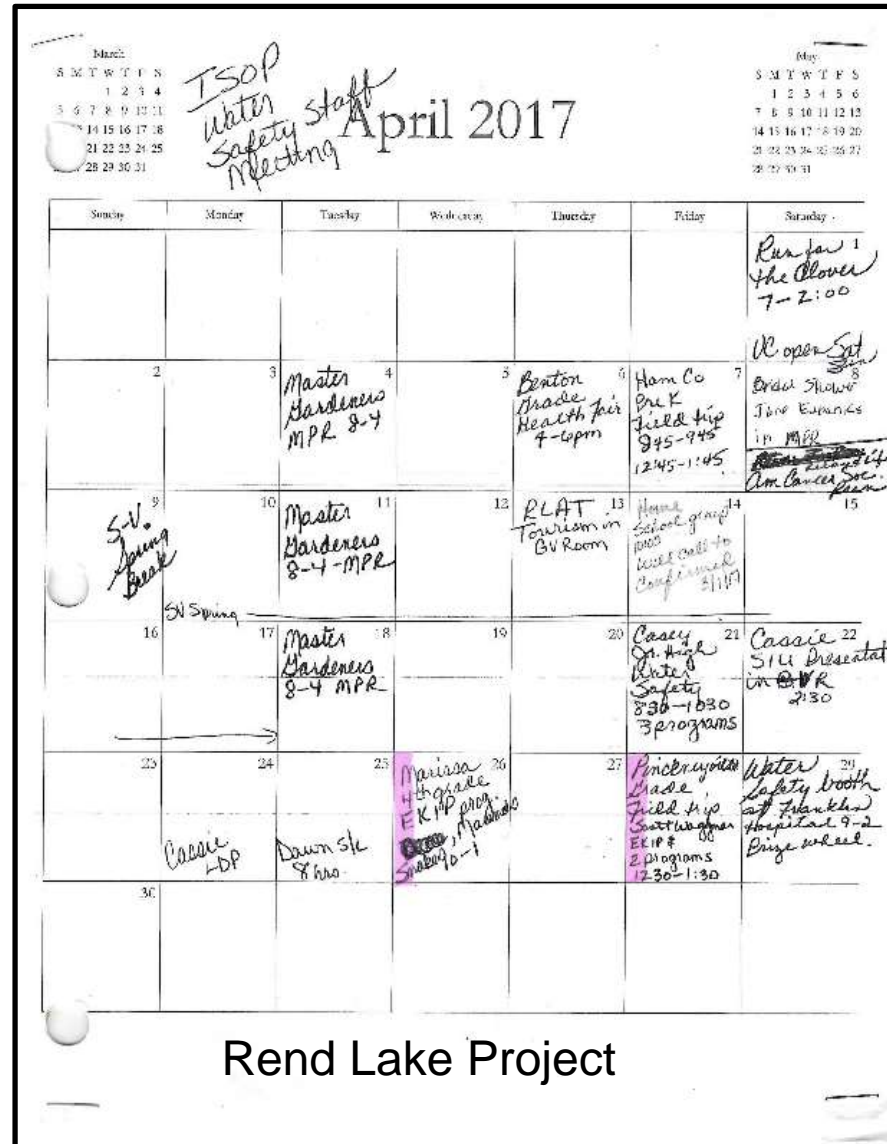
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# KEEPING TRACK OF RESERVATIONS: OLD SCHOOL OR HIGH TECH?

-Calendars

- Paper
- Outlook



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# COMPUTER RESERVATION SYSTEM (ADOBE)

-How to set up and enter info using Adobe pdf file

Date: Tuesday, June 6, 2017	
Rangers at VC:	Staff on OT:
Staff on LA/LS:	
Staff out of VC (NRM/outreach/offsite):	
<b>MORNING #1</b> Time: _____ Time: BIVC <input type="checkbox"/> PHII <input type="checkbox"/> Nav Lock <input type="checkbox"/> Ft. Cas <input type="checkbox"/> Program: Hydro&Fish <input type="checkbox"/> Hydro <input type="checkbox"/> Fish <input type="checkbox"/> Other <input type="checkbox"/> Group: _____ Leader: _____ Grade: _____ Students: _____ Adults: _____ Cell: _____ Office/secondary: _____ Email: _____ Confirmation Sent <input type="checkbox"/> Initials: _____ Roster <input type="checkbox"/> Backpacks <input type="checkbox"/> Date registered: _____ /Amended: _____ Assigned: _____ RIPS: <input type="checkbox"/> Notes: _____	<b>MORNING #2</b> Time: _____ Time: BIVC <input type="checkbox"/> PHII <input type="checkbox"/> Nav Lock <input type="checkbox"/> Ft. Cas <input type="checkbox"/> Program: Hydro&Fish <input type="checkbox"/> Hydro <input type="checkbox"/> Fish <input type="checkbox"/> Other <input type="checkbox"/> Group: _____ Leader: _____ Grade: _____ Students: _____ Adults: _____ Cell: _____ Office/secondary: _____ Email: _____ Confirmation Sent <input type="checkbox"/> Initials: _____ Roster <input type="checkbox"/> Backpacks <input type="checkbox"/> Date registered: _____ /Amended: _____ Assigned: _____ RIPS: <input type="checkbox"/> Notes: _____
<b>AFTERNOON #1</b> Time: _____ Time: BIVC <input type="checkbox"/> PHII <input type="checkbox"/> Nav Lock <input type="checkbox"/> Ft. Cas <input type="checkbox"/> Program: Hydro&Fish <input type="checkbox"/> Hydro <input type="checkbox"/> Fish <input type="checkbox"/> Other <input type="checkbox"/> Group: _____ Leader: _____ Grade: _____ Students: _____ Adults: _____ Cell: _____ Office/secondary: _____ Email: _____ Confirmation Sent <input type="checkbox"/> Initials: _____ Roster <input type="checkbox"/> Backpacks <input type="checkbox"/> Date registered: _____ /Amended: _____ Assigned: _____ RIPS: <input type="checkbox"/> Notes: _____	<b>AFTERNOON #2</b> Time: _____ Time: BIVC <input type="checkbox"/> PHII <input type="checkbox"/> Nav Lock <input type="checkbox"/> Ft. Cas <input type="checkbox"/> Program: Hydro&Fish <input type="checkbox"/> Hydro <input type="checkbox"/> Fish <input type="checkbox"/> Other <input type="checkbox"/> Group: _____ Leader: _____ Grade: _____ Students: _____ Adults: _____ Cell: _____ Office/secondary: _____ Email: _____ Confirmation Sent <input type="checkbox"/> Initials: _____ Roster <input type="checkbox"/> Backpacks <input type="checkbox"/> Date registered: _____ /Amended: _____ Assigned: _____ RIPS: <input type="checkbox"/> Notes: _____
Known self-guided groups (and needing orientation? [Y/N]): _____	
Anticipated public programs: BIVC _____ / _____ / _____ VOB: _____ / _____ / _____	



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# CONFIRMATION LETTERS

- Reassure your group leaders you will be ready for them
- Set up expectations
- Remind them what is planned
- Attach pre-trip packets for teachers or adult groups that give further instructions.

## EXAMPLE LETTER:

Thank you for scheduling a field trip at Bonneville Lock and Dam! We are looking forward to working with your students and giving them an exceptional experience on Friday, March 31, 2017 at 10:30 am at the Washington Shore Visitor Center Complex (Powerhouse 2).

Entrance to the Washington Shore Visitor Complex is via the Dam Access Road 1 mile west of Bonneville Lock and Dam (downstream) off of Washington State Road 14. Follow the Dam Access Road east toward the dam to the guard station. The visitor center is east of the guard station.

We will cover the subjects of Bonneville Dam history, salmon lifecycle and how we help them safely through/around the dam, and how we generate electricity.

Please see the attached document for important information and forms to use for your trip. Please leave all backpacks on the bus/in vehicles (teacher can bring medical backpack if necessary). Remember to bring a roster of attendee names and give to the ranger who leads the tour.

If you have any further questions or need to make any changes to your reservation, please contact our staff at 541-374-8820.


Other great resource: [www.FWEE.org](http://www.FWEE.org)



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# Another Confirmation Option:



Gavins Point Powerplant – Lewis and Clark Visitor Center

Group Tour Confirmation

Group Name: \_\_\_\_\_

Group Size \_\_\_\_\_

Contact: \_\_\_\_\_

Grade/Age \_\_\_\_\_

You are scheduled for the following group tour or activity at:

**Lewis and Clark Visitor Center**

Tour Date(s)	Tour Time(s)

Visitor Center Activities Scheduled:

\_\_\_\_\_ Scavenger Hunt

\_\_\_\_\_ Movie      Title \_\_\_\_\_

\_\_\_\_\_ Other      Title \_\_\_\_\_

**Gavins Point Powerplant**

Tour Date(s)	Tour Time(s)

Valid photo identification is required for anyone 17 and older to enter the powerplant.

The following prohibited items/activities apply to ALL tours of the powerplant:

- Purses, backpacks, camera bags or bags of any kind
- Cameras/photography or video cameras/filming
- Cell phone, smart phones, smart watches or any electronic devices (medical devices ok)
- Food and drink
- No weapons, including pocket knives, multi-tools, etc.

> Please ensure your group shows up for tours on or before the scheduled start time. Groups can be scheduled back-to-back so late arrivals could result in shortened or canceled tours.

> While we make every effort to keep tour as scheduled, it is best to call prior to arriving for the tour. Tours can be rescheduled or canceled due to unforeseen events.

> For questions, please call (402) 667-2546.

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# HOW TO BE SUCCESSFUL AT GROUP MANAGEMENT



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# WHY IS IT IMPORTANT TO PRACTICE GOOD GROUP MANAGEMENT?

Being successful at using group management techniques can lead to a more satisfying experience for both you and the students!



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# GROUP MANAGEMENT STARTS AS SOON AS THEY ARRIVE

- Be ready and waiting. Meet them immediately (at the bus if possible)
- Verify they're your group
- Go over logistics with teacher/leader.
- Direct them to the nearest restroom



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# READY TO BEGIN

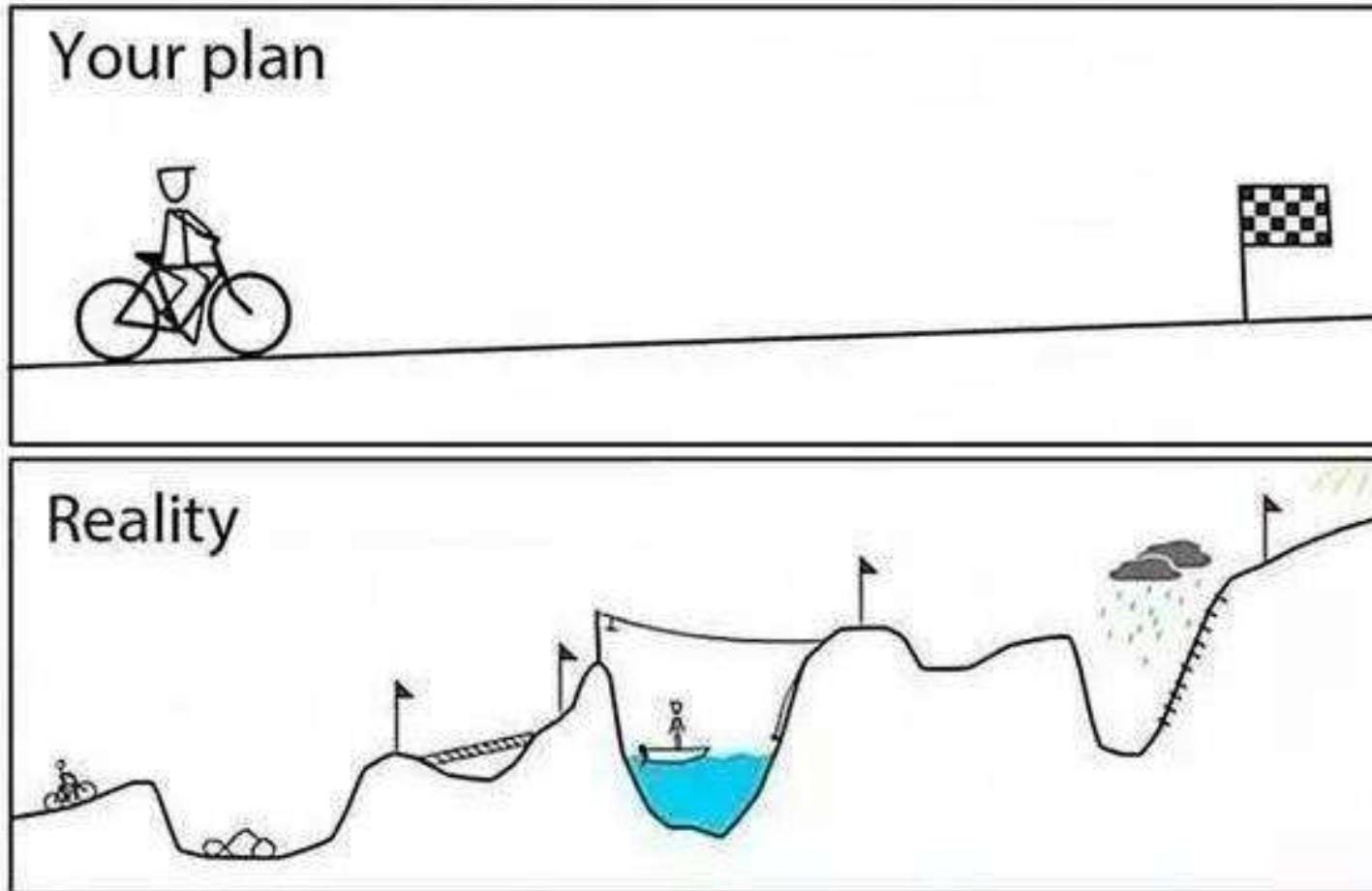
- Introduce yourself and USACE
- Explain your expectations!!!  
(VERY IMPORTANT)
  - Don't forget the adults.
- Get their attention. Do a Grabber or Ice Breaker Activity





## BEGIN YOUR ACTIVITY

Know your materials well enough that you can adapt to whatever situation might occur.



# TECHNIQUES TO KEEP CONTROL

- Reinforce your expectations
- Speak to the entire group instead of individuals.
  - Move around
  - Move eye contact
- No need to yell, use innovative techniques to get their attention
  - Clapping call and response
  - Peace symbol
  - Hands up / mouths closed
  - Silence
  - Have them create their own



## TECHNIQUES TO KEEP CONTROL

# LOOK! A Distraction!



- They get louder, you get softer
- Reduce or eliminate distractions





# HOW TO HANDLE INAPPROPRIATE BEHAVIOR

There are many reasons why students (and sometimes adults) misbehave.

**DON'T TOLERATE UNDESIRABLE BEHAVIORS NO  
MATTER WHAT THE EXCUSE**



# HOW TO HANDLE INAPPROPRIATE BEHAVIOR



You're not alone! (usually)

**ASK THE TEACHER OR  
CHAPERONES TO ASSIST  
IF NECESSARY**



# HOW TO HANDLE INAPPROPRIATE BEHAVIOR

- Remain focused and calm, organize your thoughts
- Respond decisively
- Ignore the behavior (once)



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# “SHAPE” AN OFF-TASK BEHAVIOR

- Direct the attention to another person
- Give strong positive reinforcement for good contributions
- Refocus their attention
- Limit the amount of time to express their viewpoint of feelings (*sword of interruption in verbal judo*). Lets talk later about this
- Move towards them
- Make eye contact



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THE LAST RESORT

# BACK TO THE BUS



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# REMEMBER

**NOT EVERY TECHNIQUE WILL WORK FOR EVERYONE  
OR FOR EVERY SITUATION.**

Try out different ones and you'll figure out what works best for you.





# SMILE!



Finding what group management technique works best for you will hopefully increase your job satisfaction and create a better experience for the students.

99% of the time you won't have big behavior problems. If you do, most can be resolved with these techniques.

Remember, they are the future stewards of our lands and waterways.

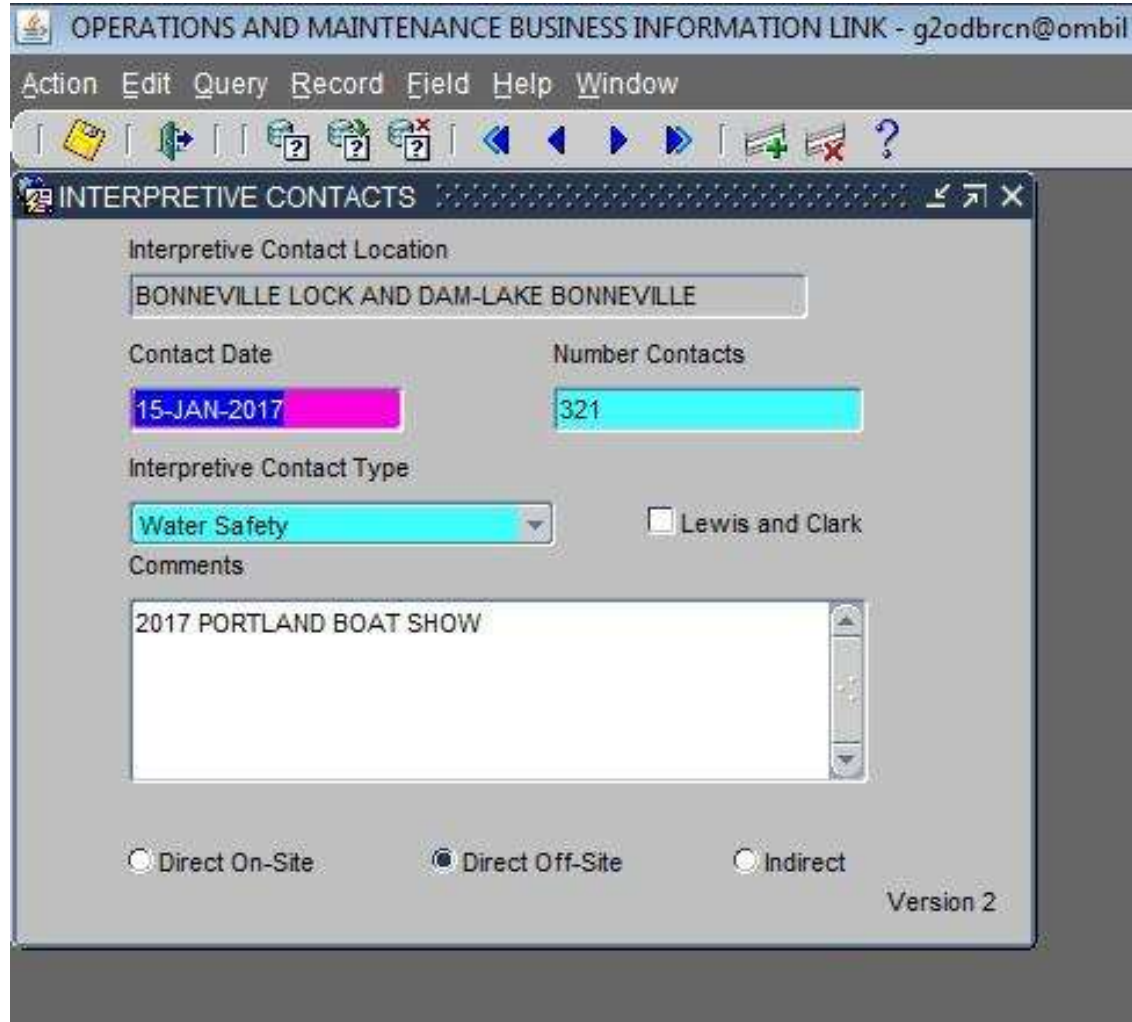


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# TRACKING YOUR STATS FOR OMBIL

Enter stats for each individual program....



- Very Important to document roving and programs!!
- OMBIL stats prove what you are doing.



## OR...GATHER DATA ALL YEAR....

Date	Tour Time	Type of Group	# Participants	Interp. Initials	Badge #	Time In PH	Time Out PH	Tot. Length	Tour Location	PH Entered	OMBIL Type	Roster
02/01/17	10:00	K12	25	TWV	6116	10:50	11:00	60	BIVC	PH1	PT	Y
02/01/17	13:00	PUB	6	JCK	6126	13:20	13:30	40	BIVC	PH1	PT	N
02/02/17	13:30	PUB	7	RCN	93	13:40	13:50	30	BIVC	PH1	PT	N
02/05/17	11:45	PUB	1	MHB	6032	12:09	12:33	50	BIVC	PH1	PT	N
02/06/17	13:30	PUB	2	DLS	6121	14:03	14:23	55	VOB	PH2	PT	N
02/07/17	16:00	TCH	3	GAW	138	16:05	16:25	35	BIVC	PH1	PT	N
02/09/17	13:00	TCH	5	RCN	93			60	NAV		PT	N
02/10/17	11:25	ROVE	7	JCK	6126	11:50	12:10	50	BIVC	PH1	PT	N
02/10/17	13:15	ROVE	3	JCK	6126	13:30	13:45	55	BIVC	PH1	PT	N

- Create an Excel document that allows you to gather all your stats in once place.
- Sort and total by type, location, or what ever you need.



# OMBIL: ENTER ANNUAL TOTALS AT END OF YEAR

OPERATIONS AND MAINTENANCE BUSINESS INFORMATION LINK - g2odbrcn@ombil

Action Edit Query Record Field Help Window

INTERPRETIVE CONTACTS ANNUAL UPDATE

Fiscal Year  
2016

Start

Interpretive Contact Location  
BONNEVILLE LOCK AND DAM-LAKE BONNEVILLE Retrieve Records

Direct On-Site

Event Type		FY 2015		FY 2016	
		Events	Contacts	Events	Contacts
Corps Mission	?	2426	54230	110	6100
Cultural/Historical	?	5	140	6	147
Environmental	?	605	19713	520	14224
General Safety	?	0	0	2	82
Project Tour	?	74	4197	2091	43425
Water Safety	?	6	514	7	782

NEXT>>

Version 7

OPERATIONS AND MAINTENANCE BUSINESS INFORMATION LINK - g2odbrcn@ombil

Action Edit Query Record Field Help Window

INTERPRETIVE CONTACTS ANNUAL UPDATE

Fiscal Year  
2016

Start

Interpretive Contact Location  
BONNEVILLE LOCK AND DAM-LAKE BONNEVILLE Retrieve Records

Direct Off-Site

Event Type		FY 2015		FY 2016	
		Events	Contacts	Events	Contacts
Corps Mission	?	7	7700	18	7909
Cultural/Historical	?	0	0	0	0
Environmental	?	0	0	0	0
General Safety	?	0	0	0	0
Project Tour	?	0	0	0	0
Water Safety	?	11	3460	11	4353

<<PREVIOUS

NEXT>>

Version 7

# QUESTIONS???

Feel free to contact us:

Ryan Braaten: [ryan.c.braaten@usace.army.mil](mailto:ryan.c.braaten@usace.army.mil) Harry L. Englebright Lake; 530-432-6427

Robin Norris: [robin.c.norris@usace.army.mil](mailto:robin.c.norris@usace.army.mil) Bonneville Lock and Dam; 541-374-4569



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