

Managing to Motivate

by Lori C. Gerbac

Any organization will fail if its members are not motivated. Successful organizations have leaders and workers that are enthusiastic about and committed to accomplishing the goals of the group both in the short and long term. To foster motivation:

- Create an exciting, meaningful vision for the organization.
- Keep the activities of the group focused on realizing this vision and make these activities fun.
- Set short and long-term goals and objectives that are specific, demanding without being overwhelming, and agreed upon by members charged with accomplishing them.
- Create opportunities for members to successfully complete organizational tasks and praise this success.
- Recognize that every person is motivated by different things and act accordingly.

Practical Pointers:

- Make sure the mission statement is relevant and inspiring. Keep it in everyone's mind.
- Get to know your staff/volunteers individually. Keep up to date on what is happening to them.
- Remember that staff and volunteers need change over time. In order for individuals to stay motivated, the needs of the person and the organization must coincide. Work on understanding and responding to the needs of staff.
- Feedback is crucial to motivation. People want to know how they are doing and ways to do even better. Be generous with positive feedback. Don't assume people know that they are doing a good job.

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Watch This Space !!

Coming this Spring to Region 2

Using Bloodhounds to Search Missing Persons

Learn:

- How Dogs Track
- Protecting the Scene
- How Does the Environment Affect the Search Dog
- How to Request Bloodhound Assistance (and who has bloodhounds)
- Working with the Dog and Handler Team
- Mock Search

We hope to have POST certification for this course.

Sponsored by

PRAC and the Park Peace Officers Association of San Jose

From the President's Patrol Truck

It seems that I spend most of the time formulating my thoughts while I am in my patrol truck. Is it there that on slow days I bring my laptop, park in a high profile area and put my thoughts to the keyboard and the results appear here in a article to all of you.

The Board had it's first meeting of 2006 and I was happy to welcome Region 2 Director Pam Helmke and Region 4 Director Dave Updike back to the board. There were no candidates for Regions 3 and 6 so the board appointed John Havicon to Region 3 and John Lufrano to Region 6. I am looking forward to an exciting year working with each of the Directors.

The Board spent most of the day going over our financial status, training opportunities, the 2006 California Parks Conference, articles for the newsletter and the location for the 2007 Parks conference.

Financially PRAC is doing OK. We rely on your membership dues to support our operating cost, donations and expenditures that arise through out the year.

Look for training opportunities that will be coming up in 2006 in the areas of interpretation and wildland fire fighting. These training's will be offered in both Southern and Northern California to members as well as non-members. However one of the benefit of being a member is that you will be able to attend the training at a discounted rate.

Don't forget to register for the 2006 California Parks Conference. You should've received your registration packet in the mail by now. It's not to late to register. Just go to www.calranger.org and download an application and mail it in.

The newsletter is one of the perks that you get by being a member. The board members are required to submit an article in each newsletter and we encourage the membership to submit an article as well. Tell us what's going on in your park, report on a training that you attended that would benefit the membership or write about something that you as a reader would want to read about. We all have something to share. If you are interested in submitting an article send it to newsletter@calranger.org.

Last but not least is the location of the 2007 conference...We have picked a spot that will have you as a park professional thinking you were in Heaven. However, I am going to wait until the end of the 2006 conference to disclose that information. Until next time...

Lee

New Tools for Water Rescues – Frisbees

by John Havicon

They look like something you would take to a picnic to throw between friends or something for your dog to retrieve but these new devices are efficient life saving discs intended to help rescue victims in water. The discs are brightly colored red, orange or yellow, to help distinguish them as a rescue tool. The disc also has a long narrow rope attached to it to assist in retrieval, which neatly winds in a groove on the edge of the disc.

Many rescuers that work near lakes and rivers are finding that the new disc can be thrown more accurately and at a longer distance to a victim in water than the current throw bags. One company claims that its disc has already saved 300 lives. The discs have throw distances from 75 to 100 feet, depending on the brand. The rescuer, after locating the near-drowning victim, unwinds about 20 feet in front of him or her, finds the indentation on the disc for the rescuer's thumb, aims upstream of the victim and throws it as you would a "Frisbee." The disc can be quickly retrieved and thrown out again if the first throw was bad. The victim can place the disc, (which floats), between his or her legs and the rescuer pulls in the victim.

There are three separate companies that make these discs; "ResQ Disc", "Frisbuoy" and "The Personal Retriever." The "ResQ Disc" and "Frisbuoy" are virtually identical, and are made of hard plastic. They weigh 1.5 lbs and are 12 inches diameter. Both have 80 feet of nylon rope with 300lbs of tensile strength. Cost per disc is \$35 to \$40. "The Personal Retriever" consists of a soft foam top and a hard plastic bottom, (which the company claims is safer if you hit your victim with the disc). "The Personal Retriever" holds 100 feet of nylon rope, (650lb test), weighs 1.5 lbs and is 17 inches diameter. "The Personal Retriever" is the only one that claims **Coast Guard Approved**. "The Personal Retriever" cost \$115.

Information on these products can be found online:

The "ResQ Disc" at www.water-rescues.com or (877) 222-4343. "ResQ Disc" will send a disc and video to agencies, for a 30-day trial, which you can keep for free if you purchase 6 more.

The "Frisbuoy" at www.frisbuoy.com or (352) 799-4337.

"The Personal Retriever" at www.life-saver.com or (888) 222-0373.

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by Lori C. Gerbac

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- Review accomplishments and set new goals regularly.
- Delegate more of your own work, especially those parts that are more exciting or interesting. This will give your staff the incentive to do something new or more challenging.
- Share information. They will probably hear it soon on the grapevine, so it is better if they get it directly from you.
- Encourage them to bring ideas on how the job can be done better. Give their ideas serious consideration and then give them credit when and where it is due.

Finally, to manage your staff/volunteers effectively, you must get to know their circumstances, needs, and aspirations, both within and outside of work. Show that you can help them achieve their personal aims.

If you can coordinate your staff's aims with the organizational objectives, by integrating their personal aspirations with the organization's need to operate efficiently, you will run a successful team and, at the same time, enhance your own reputation.

Information in this article is taken from the following sources:

Organizing Outdoor Volunteers by R.L. Moore, V. LaFarge, and C.L. Tracy

The Managers Handbook by Arthur Young

Spf and What It Means To You

by David Updike

Most people who use sunscreens agree that a sunburn is bad for you. Unfortunately, few people actually realize that you do not have to be burned by the sun to have an increased risk of skin cancer and damage. A common misconception is that the higher the "SPF" value in a sunscreen, the better the protection. This is not entirely true since "SPF" primarily relates to UVB protection.

UVA is the longest ray in the visible spectrum, and it penetrates deeply into our skin and bodies. In fact, UVA penetrates through regular window glass in our homes, offices, and automobiles to cause accelerated aging, free radical damage, and increase the incidence of skin cancer.

UVB is a shorter and more active ray that causes sun burns. You know when you've had over exposure to UVB by the uncomfortable tight or burning sensation that is accompanied by a swelling/edema and redness to the affected area. Most sunscreens on the market protect against UVB exposure, but offer very limited protection against UVA. Scientists and researchers have discovered a significant bearing of both UVA and UVB in the recent epidemic growth rate of Malignant Melanoma, the most deadly form of skin cancer.

All sunscreens are not created equal. One might think that the higher the SPF value, the better the protection. This is not true! The difference between SPF 15 and SPF 100 is only 6% added protection, yet that requires a huge increase in the chemical content of the formula. SPF 15 has 93% UVB protection and SPF 100 has 99% UVB protection. The bottom line is that you get a minimal jump in protection with a potentially toxic dose of chemicals.

The best protection is a broad spectrum blend of chemical and physical sunscreen ingredients. Look for micronized Titanium Dioxide, micronized Zinc Oxide, Avobenzone (Parsol 1789), Octylmethoxycinnamate, Octylbenzinate blended in the same formula in some combination.

SPF 15 is the minimum protection recommended, while SPF 30 to 45 is the maximum recommended. Whatever brand or formula you choose, it should be re-applied throughout the day when working or playing outdoors. Depending on how fast you "burn" determines how often you re-apply (every hour or two is most common).

There are many forms of skin cancer, aside from the life threatening Malignant Melanoma. Most are easily treated and removed provided they are caught early on. The most common areas to be affected by Basal Cell Carcinoma or Squamous Cell Carcinoma are areas that see a lot of light exposure, such as the lips, tips of the ears, bridge of the nose, tops of feet

and hands. The more aggressive and deadly skin cancers can manifest anywhere on the body, such as the soles of the feet, the scalp, or somewhere the sun doesn't usually see. Obviously the risk of developing any form or multiple forms of skin cancer is greatly increased with sun exposure.

Every ethnic, genetic, and coloration background is susceptible to develop skin cancer. No one is immune to the potential dangers, and in fact, people of color and people who claim not to sun burn have a higher mortality rate with Malignant Melanoma due to less visible signs and lack of awareness. Individuals who work outdoors need additional protection and regular skin cancer screenings by their medical professionals.

Here are a few things to look for and questions to ask yourself for reference in relation to potential skin cancers:

Asymmetry: Is the mark an odd shape, or different on one side as opposed to the other?

Border: Is the outline irregular or does it have scalloped edges?

Color: Is it an odd color or different to your usual spots?

Diameter: Is it larger than a pencil eraser or has it grown recently?

Elevation: Is it raised unusually high or has it gained elevation recently?

The key to remember is "is it new or is it unusual in any way?"

ALWAYS get it checked by your Doctor or Dermatologist for a proper diagnosis and treatment plan.

Here are a few guidelines to keep you the picture of health, while working in a hostile outdoor environment:

Wear protection every day, year round.

Use a sun protection product that contains both chemical and physical protection.

Use a minimum of SPF 15 to SPF 30

Re-apply SPF throughout the day when working outside.

Wear protective clothing (hats, sunglasses, gloves) during "high risk" seasons and hours of the day (Summer and between 10 am and 2 p.m.)

Participate in yearly skin cancer screenings with your medical professionals or Doctors.

Assessing Pain Young Children

by Pam Helmke

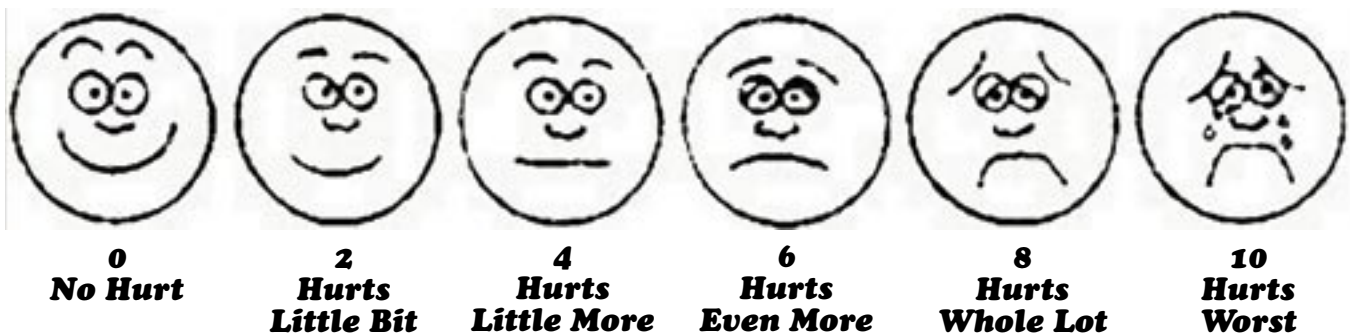
As first responders in urban and open space areas Park Rangers are often called upon to assess and treat children. First Aid and EMT courses teach emergency responders the physiological differences between children and adults but most courses only touch on the tools needed to effectively communicate with our smallest visitors. One of the areas in pre-hospital care that has been very difficult is the assessment of pain in young children. With adult patients we rely on self-reporting for acute pain. The most common method is the 1 to 10 scale. We ask the patient to rate their pain or discomfort with 1 being no pain and 10 being the worst pain they can think of. Reassessment can tell us if our treatment is having a positive, negative, or no effect on the patient's condition.

Unfortunately, this method is of limited or no use when working with children. The inability to effectively evaluate pain in young children has led to inadequate pain management in the pediatric population.

The use of simple facial expression drawings, such as the Wong/Baker FACES pain rating scale (Wong and Baker 1988) provides a easy to use method for evaluating pain in children as young as 3 years old and is considered to be very effective. Studies on 4-5 year olds show that age and sex had no significant influence on the pain rating scores.

The Wong/Baker scale is easy to use, a card with the face scale is shown to the patient and the pre-hospital care provider provides a brief word description of each face. The child can then indicate which face best describes their pain level.

A Wong/Baker FACES pain-rating scale can be printed on card stock, laminated and kept in the trauma bag or first aid kit for ready use.



Wong/Baker FACES Pain Rating Scale

Brief Instructions: Explain to the person that each face is for a person who has no pain (hurt) or some, or a lot of pain. Face 0 doesn't hurt at all. Face 2 hurts just a little bit. Face 4 hurts a little more. Face 6 hurts even more. Face 8 hurts a whole lot. Face 10 hurts as much as you can imagine, although you don't have to be crying to have this worst pain. Ask the person to choose the face that best describes how much pain he has.

(from Wong, D.L., Hockenberry-Eaton M., Wilson D., Winklestein M.L., Schwartz P.: *Wong's Essentials of Pediatric Nursing*, ed.6, St. Louis, 2001, p.1301. Copyrighted by Mosby Inc.)

Some Recommended Books

by Matt Cerkel

Over the years, I read a number of books that have been related to ranger work or have been helpful in learning how to be a more effective ranger. I am going to share with all of you some of those books. I hope that you find them enjoyable, useful or both.

The first book, although out of print, is one of the best books about rangers I have ever read. "The Guardians of Yellowstone" was published in 1991, the year I decided to become a ranger and was written by the now former Chief Ranger of Yellowstone, Dan Sholly. I came away from this book believing Sholly was a ranger's ranger (he was the Director of Ranger Activities for the entire NPS in Washington, D.C. and gave that up to become the Chief Ranger at Yellowstone). This book still influences me today in my thinking of how a ranger should perform their duties.

The second book, "Fire on the Rim" by Stephan Pyne tells the story of Mr. Pyne's 15 years as a seasonal firefighter at the North Rim of Grand Canyon National Park. He compresses those 15 years into one "grand season." The book is entertaining and educational. At times funny or thought provoking, it really conveys the experiences of a seasonal firefighter, but also gives the reader a "grunt" level view of park management, politics and bureaucracy and the changes in fire management. I took many things from this book, I'll tell you about one of them. In the book Pyne discusses in a humorous way of how the "Longshots" (what the seasonal firefighters called themselves) found a fire thru smelling for it, remembering this story has proved useful. Several times, during mop up on fires, I have found hot spots by sniffing for them and another time I found an illegal campfire that has been reported in a remote area of the Mount Tamalpais Watershed, where I work. This book is a "must read" for anyone with an interest in fire suppression or management in parks.

The third and fourth books should be read back-to-back. The books are "Young Men and Fire" by Norman Maclean and "Fire on the Mountain" by Norman Maclean's son John N. Maclean. "Young Men and Fire" tells the story of the 1949 Mann Gulch Fire in which 13 smokejumpers were killed and Norman Maclean's efforts

towards the end of his life in answering some of the lingering questions from the tragedy. The Mann Gulch Fire helped lead to the Forest Service's fire science labs and to the 10 Fire Orders. "Fire on the Mountain" tells the story of the South Canyon (Storm King) Fire in 1994 that killed 14 firefighters in Colorado (9 hotshots, 3 smokejumpers, 2 helitaks). John Maclean follows in his father's footsteps and explains how and why a near repeat of Mann Gulch occurred and covers the aftermath and investigation. The Storm King Fire has a special meaning to me because in the summer of 1994 I was offered a spot on the Prineville Hotshots, the crew that was burned over, but at the last minute backed out when I was offered the job I currently have. To this day, I ask where I would have been on the fire and would I be here right now.

The fifth book I would recommend is "The Natural History of California" by Allan A. Schoenherr. If you are a ranger in California and you do not have (or at least read) this book your library is not complete. It is a very comprehensive book covers all 10 of California's natural regions and the amazing natural diversity of the state. This book is a great resource for interpretive and resource management programs.

The final two books are valuable references for dealing with people and how to better handle interpersonal communication. They are "How to Win Friends & Influence People" by Dale Carnegie and "Difficult Conversations" by Douglas Stone, Bruce Patton and Sheila Heen. What you learn in these books can help a ranger with law enforcement contacts, daily

interactions with the public and coworkers, dealing with agency politics, which is an often-undiscussed part of ranger work, and even at home. One thing I found in these books is some strong parallels with the ideas behind "Verbal Judo" by George Thompson. It is interesting how people from very different backgrounds come up with similar ideas on dealing with people.

I hope that many reading this article will have a chance to read at least some, if not all of these books. Each has something of value to teach rangers and can help all of us become better at our jobs.



“Other Duties as Required”

by Tom Maloney, Senior Park Ranger (County of Orange)

What do Park Rangers typically do? Well if you have been on the job as long as some of us, there seem to be no typical day in the life of a Park Ranger; one day we enforce the rules and the next day we oversee habitat restoration plantings. We can be called upon to pull trash, or hose out restrooms, we park cars, lead nature talks, attend meetings, make speeches and we seem to write an awful lot more reports these days.

But I can honestly say one of my most unusual duties was herding goats. Yes you read correctly; I can now add “Goat Herder” to my job description, if not my resume.

I am fortunate enough to work in a wilderness park and while I was patrolling the back country, driving the ranger vehicle, I turned a corner and there before me were approximately sixty of the neighbors domestic goats happily grazing away.

I don't know who was more surprised at the time, me or the goats. But, after I composed myself and hurled a few well-aimed verbal insults at the critters and their owner, they stopped their complacent munching of valuable natural habitat and stared stupidly at me for a few moments.

Then I guess the lead goat decided it was time to head for the home pasture, and as it turned and walked away and the rest followed.

They seemed to be moving just a bit too slowly for my satisfaction, so I followed them in my vehicle, They sped up to a fast walk, but when they slowed down again I tooted my horn, when that did not speed them up I next tried my siren.

Boy that got their attention! I now had sixty hairy “tail-ends” galloping toward home and safety as fast as they could go.

Picture a wild-eyed Park Ranger chasing a herd of speeding goats “code-3” with the goats refusing to pull over!

I still chuckle at the memory.

Well I herded them for about a half mile right up to the property line where they bunched up. Here I discovered the way they got onto the park's property was by slipping under and through some loose barbed wire fencing. They could only pass one or two at a time.

Well it took some time but eventually they all made it safely back onto their side of the fence, whew!

Now it is interesting to note that California is one of the “Fence Out” States. In other words, if you don't like your neighbor's livestock eating your grass and flowers it is up to you to “Fence them out” of your property, it is NOT the responsibility of livestock's owner.

So, after a few phone calls to the neighbor and some fence mending on my part, I am pretty sure my goat herding days will be fewer and farther between.

But who knows, maybe PRAC will add this skill to the generalist Park Ranger training standards? (tongue firmly in cheek here)

Do you have an unusual job related story to share? If so, send it on to: Dave Brooks at newsletter@calranger.org

Happy trails!

2006 Parks Conference

David Updike, 2006 Parks Conference Co-Chair

The 2006 Parks Conference committee has been working hard to bring you an exciting array of activities to partake in while enjoying your stay in Laughlin, Nevada. The accommodating Harrahs Hotel and Casino offers delicious food, great entertainment, and a variety of gambling choices, as well as water front river views of the Colorado River. From the off-site field trips on Monday, to the hands on trainings throughout Thursday, this conference is sure to leave a lasting impression on every attendee. Come hear how the history of the Ranger profession has progressed from the beginning of established parks from the Executive Director of the Santa Monica Mountains Conservancy, Joseph T. Edmiston FAICP. In addition to a remarkable presentation from Diana

Lindsay, President of the Anza-Borrego Foundation regarding the story of Marshall South, we will also feature Ken and Marcia Powers, the first people to hike the three major trails throughout the United States. Sessions range from the Natural History of Mountain Lions and Learning Styles of Interpretation, to Swift Water Safety and Trail Maintenance. When you are not placing your bets on the tables, stop by our Silent Auction for an assortment of donated items available. Participating vendors are still signing up and are ready to dazzle you with their products! Rooms are still available by calling Harrahs directly so don't miss your chance to be part of the 2006 Parks Conference. See you there!

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