



## Preventing Pesky Pests in Pretty Parks



### Park Visitor Comment Card:

“The park scenery was beautiful. But, we saw a chipmunk scurrying around in the corner of the dining room during our lunchtime in the cafeteria. . .”

Park concessioners do not want their guests to share their hotel rooms with creepy crawlies or other animals that are considered pests; however, it may be difficult and impractical to exclude pests from some concession facilities. To help you, the NPS has specific policies for an integrated pest management (IPM) program to reduce public, park resource, and environmental risks resulting from pests and pest management strategies.

An IPM program is a proactive approach that uses the most appropriate actions and available tools to reduce risks resulting from pest and pest management strategies on a site-specific, case-by-



case basis. For example, IPM tools may include installing door sweeps to prevent crawling insects from entering buildings, using window screens and mosquito traps to minimize mosquito problems, and applying approved pesticides in conjunction with improved trash management, food storage, and sanitation practices to keep pests under control. We need to remember that many of the living organisms that we view as “pests” – ants, bees, mice, bats, snakes, plants, fungi and other species – live in a national park because it is their home. So we need to keep them out of facilities using an IPM approach.

If you have a pest problem, you need to follow NPS policies and guidelines concerning pest management, including pesticide storage and pesticide usage. So what do you do if pests are causing a problem in your concession operations?

### 1. Contact the Park

You should first bring the issue to the attention of the Park Con-

cession Specialist, who will coordinate with the Park IPM Coordinator and/or Natural Resource Manager and other appropriate Park staff. The assigned Park staff will use IPM decision-making processes to determine the best solution for managing pests in your particular situation and then make recommendations on what action should be taken. Remember that your pest management issue could be as mundane as mice running around in the kitchen or as dangerous as bears climbing into Dumpsters™.



### 2. Follow Park Directions for Pest Management

You should not take any action to eliminate the pests until you receive Park guidance. The required IPM strategy may include immediate and long-term pest management strategies involving building repair, improved food storage practices, other nonchemical pest management methods, and/or the use of pesticides.

If you believe, prior to receiving direction from the Park, that pesticides are necessary to minimize your pest issues, you are required to contact the Park. The Park IPM Coordinator reviews and approves the use of pesticides. If pesticides are approved for use, you should purchase only the amount of pesticide needed to manage the pests as directed by the Park IPM Coordinator. The pesticide should only be used in the area and on the specific pest that was identified. You will also need to keep a pesticide use log that lists the pesticide type (including the EPA registration number, usually found on the container), amount of pesticide used, location pesticide was used, pest targeted by the pesticide, and individual or company applying the pesticides. This information should be

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Shenandoah National Park, Virginia



**GreenLine** is an official publication of the National Park Service (NPS) Concession Program. The newsletter provides a forum in which the NPS can share information with NPS staff and concessioners about the Concession Environmental Management Program, current environmental requirements, and Best Management Practices; it also identifies resources available to improve concessioner environmental performance and highlights success stories.

Guest articles have been reviewed by the NPS Concession Environmental Management Program and, if required, edited in collaboration with the original author.

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Notice: This newsletter is intended as an educational tool for businesses providing visitor services in national parks. Every effort has been made to ensure the information presented is accurate. However, the content does not constitute a complete reference to State, Federal, or local laws nor does it constitute National Park Service rulemaking, policy, or guidance. Relying solely on the information in the newsletter will not guarantee compliance with applicable regulations. Strategies, procedures, and proposed solutions for compliance issues should be discussed with the appropriate State, Federal, and/or local regulatory agencies; it remains the sole responsibility of operators to determine compliance with regulations. Inclusion in the newsletter is not an endorsement of a particular operator, product, or strategy.

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submitted annually to the Park IPM Coordinator, with a copy provided to the Park Concession Specialist and a copy kept in your files.

### 3. Conduct Pest Inspections Annually

You should incorporate effective, long-term pest management strategies into your operations. Even though you may already know what types of pests may typically visit your concession operations year after year, getting Park approval for using pesticides one year does not mean an automatic approval to use those same pesticides the following year. You must



contact the Park on an annual basis and request permission to use specific pesticides in specific locations for specific pests. This is important since new, lower risk, and more effective pest management strategies may have been identified.

#### RESOURCES:

- Understanding the National Park Service's Integrated Pest Management Program, CoEMP Assistance Resource
- The National Park Service Integrated Pest Management Manual – found on: [www.nature.nps.gov/wv/ipm/manual.htm](http://www.nature.nps.gov/wv/ipm/manual.htm)

## 2003 Environmental Awards Winners



Forever Resorts Senior Vice President of Operations Bill Butts accepts the DOI Environmental Achievement Award from Secretary of the Interior Gale Norton.

- Mammoth Cave National Park & Mammoth Cave Hotel/ Forever Resorts, Mammoth Cave National Park

#### 2003 NPS Environmental Achievement Award Winner (Concessioner Category)

- Signal Mountain Lodge/Forever Resorts, Grand Teton National Park

#### 2003 NPS Environmental Achievement Award Honorable Mentions (Concessioner Category)

- Xanterra Parks & Resorts, Mount Rushmore National Memorial
- Grand Teton Lodge Company, Grand Teton National Park
- California Guest Services, Lassen Volcanic National Park

#### 2003 Department of the Interior Environmental Achievement Award Winners (Concessioner Category)

- Signal Mountain Lodge/Forever Resorts, Grand Teton National Park
- Delaware North Companies Parks & Resorts, Yosemite, Sequoia, and Grand Canyon National Parks

## Environmental News to Use

The NPS Environmental Leadership website and *Sustainability News* share lessons on “greening” activities and operations.

When accessing the Environmental Leadership website, you will find examples as well as resources on how to integrate sustainable practices and products into Park operations. The website also lists upcoming conferences, environmental news briefs, Park updates, and past issues of *Sustainability News*, which is a biannual NPS publication that highlights environmental stewardship in all aspects of Park management.

**RESOURCE:** [www.nature.nps.gov/SustainabilityNews/index.htm](http://www.nature.nps.gov/SustainabilityNews/index.htm).

# Flying High with Audubon International

As an NPS concessioner, you have the opportunity of operating in some of the world's most breathtaking and historic locales. Whether you operate a golf course, campground, lodge, or other business within a national park, one program you could consider partnering with to advance your environmental stewardship is the Audubon Cooperative Sanctuary System (ACSS).

The ACSS provides conservation assistance to businesses such as golf courses, campgrounds, resorts, stores, and small offices. Its programs are designed to educate people about environ-

ACSS is the leading environmental organization that provides comprehensive environmental education and conservation assistance to golf course superintendents and industry professionals. Through collaborative efforts, which began in 1991 with the United States Golf Association, membership in ACSS for Golf Courses includes more than 2,300 courses in all 50 states, Canada and around the world. These certified golf courses have met ACSS standards, which are different than those required for other business.

mental stewardship and motivate them to take action that will enhance and protect wildlife and their habitats as well as conserve natural resources.

## Program Overview

The first step to becoming a certified Audubon Cooperative Sanctuary is registering your operation with

the ACSS. The ACSS sends you certification materials that instruct you on how to conduct a site assessment of your property and develop an environmental plan. Once you submit a fully developed environmental plan, the ACSS issues you a certificate in environmental planning.

Next, you need to define goals and objectives for wildlife and habitat management, resource conservation, outreach and education, and waste management, and achieve a certificate in each of these four additional areas. When you receive certification in these four areas as well as environmental planning, you receive national recognition as a Certified Audubon Cooperative Sanctuary.

## Recognition

ACSS certification is good for two years. Certification for your property recognizes that you have demonstrated leadership, commitment, and high standards of environmental management.

## RESOURCES:

- For more information on how to join the ACSS, go to: [www.audubonintl.org](http://www.audubonintl.org) or call 518/767-9051 or 518/767-9076.

# CoEMP Opens the E-Portal for You

When you quickly need information from the Concession Environmental Management Program (CoEMP), go to our website at [www.concessions.nps.gov](http://www.concessions.nps.gov).

From this user-friendly website, you can access information about the overall NPS Concession Program and the Concession Environmental Management Program (CoEMP). Information specific to the CoEMP includes:

- Environmental Management Programs (EMPs),
- The Concession Environmental Audit System,
- Past and current issues of the *GreenLine* Newsletter,
- Up-to-date compliance and Best Management Practice (BMP) assistance resources, and
- Environmental contact information.

## RESOURCES:

- To receive a copy of the *GreenLine* CD, please call 303/987-6919 or email [NPS\\_GreenLine@nps.gov](mailto:NPS_GreenLine@nps.gov).



To offer the most current environmental information for your use, the CoEMP plans to update the assistance resources section at least on a quarterly basis.

For those of you who do not have access to or have trouble accessing the Internet, the CoEMP offers a limited number of *GreenLine* CDs. Although it does not have the most up-to-date resources and contains some links to the Internet, it will provide you with useful offline information.

## This “GreenLine” Thing Actually Works

By Kris Koeberer, Vice President, California Guest Services

When California Guest Services was looking for ways to further reduce the amount of waste going into local landfills from its concession operations in Lassen Volcanic National Park, Vice President Kris Koeberer remembered reading an article in a previous *GreenLine* Newsletter (Spring/Summer 2001 issue) regarding another concessioner’s “Dump a Cup Program.”

In this program, concessioner staff placed containers next to trashcans in a café operation and posted signs with a picture of a cup being emptied into the container. The goal was to encourage guests to pour their drinks into these containers to help keep liquids out of the trash bags. The program reduced the amount of liquid going to the landfill by almost two tons and resulted in lower overall solid waste tipping fees.

With a little research and minimal investment, California Guest Services

implemented a similar program and diverted an estimated 2,500 gallons of waste liquids from local landfills during 2003.

California Guest Services has integrated other environmental strategies within its food and beverage operations, such as the use of sustainable packaging. Knowing that over the course of one year, Americans dispose of nearly 75 billion plastic disposables, the company switched to using biodegradable service utensils, plates, take-out containers, and sandwich wraps to reduce its impact upon the environment.

These products are manufactured using such products as limestone and corn-starch. They are 100 percent compostable and biodegrade within 120 days in the proper environment. These products also help preserve resources by requiring 50 percent less energy to manufacture than traditional plastic serviceware. The products used by California Guest Services are available



View of Lassen Peak at Lassen Volcanic National Park, California

from Earthshell Packaging and Biocorp North America.

California Guest Services hopes that a fellow concessioner will read this and be able to improve its environmental stewardship, just as it was helped by another concessioner’s “Concessioner Highlight” article.

### RESOURCES:

- Kris Koeberer: 530/529-1512
- EarthShell Packaging:  
[www.earthshell.com](http://www.earthshell.com)
- Biocorp North America:  
[www.biocorpna.com](http://www.biocorpna.com)

## Get on Board with Partnerships!

By Richard Maddux, Blue & Gold Fleet Environmental, Health, and Safety Director

Blue & Gold Fleet, a concessioner for the NPS, ferries over one million visitors per year to Alcatraz, the notorious former federal prison which is a part of Golden Gate National Recreation Area. Over the last year, Blue & Gold Fleet received eight awards for its environmental programs. Richard Maddux, the company’s environmental, health and safety director, said the company is “proud of its achievements in this important area.”

### Blue & Gold Fleet’s Environmental Awards

- **WRAP (Waste Reduction Awards Program) Recipient and WRAP of the Year Award.** From the Cal/EPA California Integrated Waste Management Board (CIWMB).
- **DTSC P2 Award.** From the Cal/EPA Department of Toxic Substance Control (DTSC).
- **Two Clean and Green Business Awards.** From the San Francisco Department of Public Health and the Environment for the Pier 9 vessel maintenance shop and the Pier 41 marine terminal.
- **Environmental Leadership Awards.** From the Port of San Francisco and the California State Assembly.
- **Environmental Achievement Award.** From US EPA Region 9.

Among the many successful initiatives implemented by Blue & Gold Fleet was

the creation of cooperative alliances with regulators. “Regulators are our partners,” said Maddux, who believes that much of the company’s recent success can be traced to its efforts to move from being a “regulated entity” to that of an “environmental leader.”

The company has benefited from resources available through its regulatory agencies. “You can save resources and aggravation by partnering with regulatory agencies in developing your environmental management system and being proactive,” said Maddux. Blue & Gold Fleet works with many partners, besides the NPS, including the Western Regional Pollution Prevention (P2) Network, California Environmental Protection Agency (Cal/EPA), Bay Area Air Quality Management District, Port of

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## Get on Board with Partnerships!

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San Francisco, and San Francisco Department of Public Health to promote green initiatives and educate the public on environmental best practices. The partnerships have taken Blue & Gold Fleet's environmental programs beyond minimum standards to achieve increased sustainability.

These partnerships have enhanced Blue & Gold Fleet's environmental education programs. Environmental education programs convert employees, visitors, and partners from bystanders and consumers into active stewards of the environment. Maddux stated that "to be a leader, you must promote your environmental successes because people are naturally inclined to join, follow, and partner with a winner."



Blue & Gold Fleet ferry on the San Francisco Bay, California

### Resources:

- Cal/EPA IWMB: [www.ciwmb.ca.gov/WRAP](http://www.ciwmb.ca.gov/WRAP) and [www.ciwmb.ca.gov/WRAP/WOTY](http://www.ciwmb.ca.gov/WRAP/WOTY)
- Cal/EPA DTSC: [www.dtsc.ca.gov/PollutionPrevention/p2program-overview.html](http://www.dtsc.ca.gov/PollutionPrevention/p2program-overview.html) and click on the certificate
- San Francisco Department of Public Health and the Environment: [www.dph.sf.ca.us/ehs/clean\\_green/cg\\_index.htm](http://www.dph.sf.ca.us/ehs/clean_green/cg_index.htm)
- Port of San Francisco: Carol Bach, Environmental Health and Safety Manager, 415/274-0400, [carol\\_bach@sfport.com](mailto:carol_bach@sfport.com)
- US EPA Region 9: [www.epa.gov/region9/awards](http://www.epa.gov/region9/awards)

## Wining and Dining for the Locals and the Environment

By Lynn Mitchell, District Manager, ARAMARK Mesa Verde Company

ARAMARK Parks & Resorts hosted a socially responsible, environmentally preferable gourmet dinner to kick off the 2003 Mesa Verde Country Winefest and Gallery Tour. The October 10<sup>th</sup> event showcased the award-winning Metate Room Restaurant at the Far View Lodge.

This very special event brought together the local communities of Cortez, Dolores, and Mancos; nine Colorado vintners from the Colorado Wine Industry Development Board (which was a cosponsor of the event); local area artists; and the general public to experience the food and wine of the region using Mesa Verde National Park as the focal point.

The ARAMARK culinary team at the Metate presented a wonderful regional menu on the first day, which included a wild mushroom en crouete in truffle oil and sweet pepper coulis trio; a grilled Colorado peach with seasonal baby greens, roasted pine nuts, and sweet Colorado Muscat vinaigrette; and an entree of marinated elk chop with ancho chili mashed potatoes with a chokecherry Colorado merlot reduction. Dessert was the Metate Room's signature dessert, the Cliff Palace Crisp, which is a marscapone cheese cinnamon crisp with roasted pine nut caramel sauce, fresh mint, and seasonal berries. Each of the courses featured a different Colorado vintner's wine selection.

But the flavors of regional cooking are not limited to special events. ARAMARK prides itself on offering menus inspired by Native American food and flavorings in its daily concession operations. The culinary staff celebrates the culture of the ancestral Pueblos, who raised corn, beans, squash, gathered



A delicious menu was served at the gourmet dinner kicking off the 2003 Mesa Verde Country Winefest and Gallery Tour.

nuts and herbs, and hunted game, by creating daily delectable meals based on these staples.

Preparing meals for successful

events, such as the Mesa Verde Country Winefest and Gallery Tour, does not require expensive ingredients from far-off locales. Instead, using a region's locally available ingredients to ensure freshness and offering a delectable menu has diners looking forward to eating at the Metate Room again and again. Through partnerships and purchasing choices, ARAMARK is supporting the local tourism, agricultural, and wine-making economies and the Ute Mountain Ute Tribe, and also protecting the environment since ingredients and products do not need to be shipped as far, thereby reducing transportation costs and saving energy.

The second annual Mesa Verde Country Winefest and Gallery Tour is slated for October 2004, and aims to be even more environmentally and socially responsible than the past year's event.

### RESOURCES:

- For more information on the Mesa Verde Country Winefest and Gallery Tour and the ARAMARK Parks & Resorts 2004 calendar of events at Mesa Verde National Park, go to: [www.visitmesaverde.com](http://www.visitmesaverde.com).

# Have Haz Mats?

If you accidentally store certain hazardous materials together, a fire or explosion may occur or noxious fumes may result. So it is important to know what types of hazardous materials you have by reading and understanding material safety data sheets (MSDSs) and hazard warnings on containers, or calling the manufacturer, and making sure that you do not store incompatible hazardous materials near each other.

When hazardous materials accidentally leak and mix together, “deadly combinations” may result. Examples include:

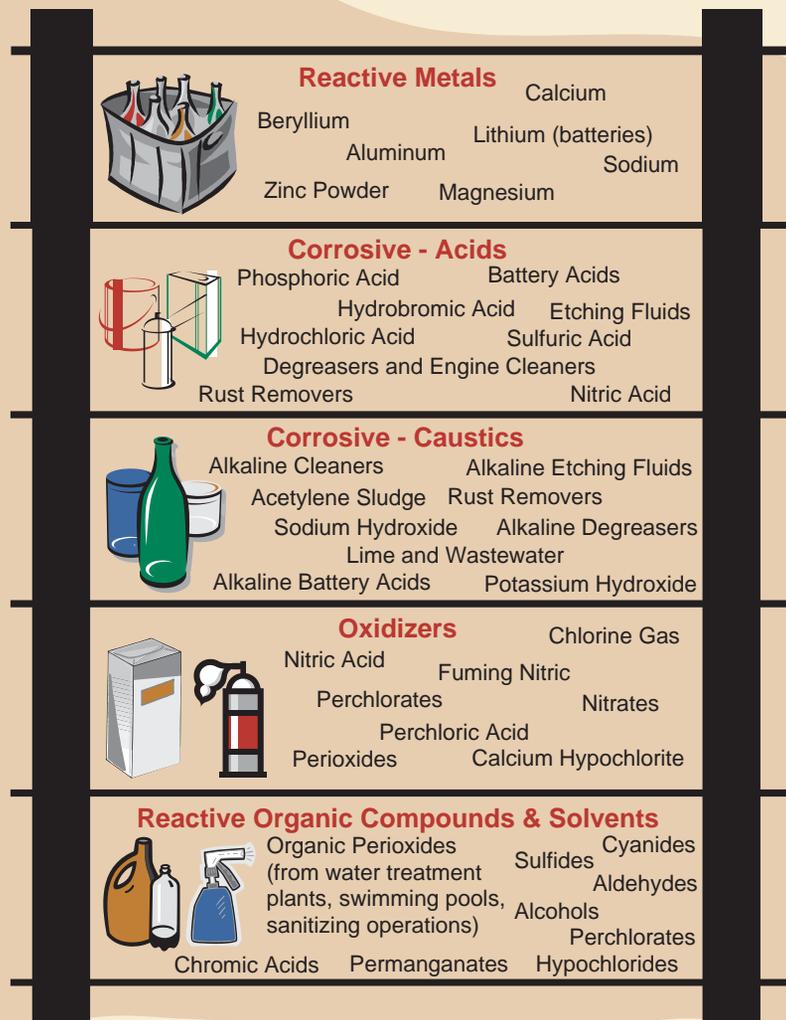
- Acids + Oil or Grease = Fire
- Acids + Caustics = Heat/Spattering
- Caustics + Epoxies = Extreme Heat
- Chlorine Gas + Acetylene = Explosion
- Flammable Liquids + Hydrogen Peroxide = Fire/Explosion

- Aluminum Powder + Ammonium Nitrate = Explosion
- Sodium Cyanide + Sulfuric Acid = Lethal Hydrogen Cyanide
- Ammonia + Bleach = Noxious Fumes

You should also NEVER store acids, caustics, reactive metals, oxidizers, or reactive organic compounds and solvents together since they also can result in explosions, fires, and noxious fumes.

There are other combinations of hazardous materials that should not be stored near each other, but the information here is a good starting point. Call the *GreenLine* Number at 303/987-6913 for more information on this topic, or go to [www.concessions.nps.gov/document/ChemicalCompatibility%2Epdf](http://www.concessions.nps.gov/document/ChemicalCompatibility%2Epdf).

Despite what this diagram is showing, you should not store incompatible hazardous materials on top of one another.



# Do You Know How Safe Your Antifreeze Is?



We all use auto fluids to protect our vehicles and pipes. Specifically, we use antifreeze/coolant to protect the engine from temperature extremes and the cooling system from corrosion, and to protect pipes from bursting in the wintertime.

There are two types of antifreeze – **ethylene glycol** antifreeze and **propylene glycol** antifreeze. The environmentally preferable antifreeze is **propylene glycol**.

## The Differences

**Ethylene glycol** antifreeze, which is usually green in color, is extremely toxic - even in small amounts. However some antifreeze manufacturers have colored their **ethylene glycol** antifreeze red. This type of antifreeze has a sweet taste which appeals to wildlife and children. As you can imagine, this can have disastrous results if spills, leaks, or boilovers occur. **Ethylene glycol** antifreeze is currently being recycled by many garages, and recycled **ethylene glycol** antifreeze may be purchased in many retail stores.

**Propylene glycol** antifreeze, which is typically red in color, is less toxic than **ethylene glycol** antifreeze and does not have a sweet taste, but can be slightly more expensive than **ethylene glycol** antifreeze (\$1 more per gallon\*). Some vehicle manufacturers claim that **propylene glycol** antifreeze can be used in

their vehicles without voiding warranties, but it is best to check with your specific vehicle manufacturer before using it in your vehicles. **Propylene glycol** antifreeze can be recycled.

**Propylene glycol** antifreeze is also the type of antifreeze that you should use when winterizing pipes in your buildings. But make sure you use a **propylene glycol** antifreeze specifically made for protecting pipes against freezing, bursting, and corrosion, instead of one used for vehicles since their formulations are different.

## Antifreeze BMPs

As a Best Management Practice (BMP) to help protect wildlife and human health, it is recommended that you use **propylene glycol** antifreeze in vehicles and recycle it. If this cannot be done, then use recycled **ethylene glycol** antifreeze and remember to recycle it.

Another BMP involves collecting antifreeze. When you start your operation up in warmer weather, it is preferable to collect the antifreeze when the pipes are flushed as opposed to draining it into the sewer or septic tank system.

Remember that used antifreeze, whether it be **ethylene glycol** or **propylene glycol**, may need to be managed as a hazardous waste. You need to find out whether your used antifreeze is a hazardous waste – contact your state environmental regulatory agency for guidance on disposing of your used antifreeze.

\* *Your actual cost difference may be higher or lower.*

# Reaching for the Top for Environmental Awards



You've worked long and hard to improve your company's environmental management performance. Recycling, pollution prevention, environmental purchasing, and other components make up your environmental management program. Isn't it time that your efforts were recognized?

One way to receive some recognition is to apply for one of the many environmental awards offered by local, state, regional, and national organizations and governments. While the application deadlines for some environmental awards may have already passed (such as the NPS Environmental Achievement Award), there are many other environmental awards for which you may be eligible to apply.

For more information on environmental awards, including the Evergreen Award, Green Star, and Keep America Beautiful National Award, go to [www.greenbiz.com/reference/awards.cfm](http://www.greenbiz.com/reference/awards.cfm). The searchable database describes hundreds of local, state, regional, national, and international environmental awards. Private businesses and nonprofit organizations as well as city, county, state, and Federal governments sponsor the awards.

When you receive an award, make sure you let your Park Concession Specialist and the NPS Concession Environmental Management Program know so that we can share your accomplishments with others.

## RESOURCES:

- GreenBiz.com Environmental Award Directory: [www.greenbiz.com/reference/awards.cfm](http://www.greenbiz.com/reference/awards.cfm)

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## CoEMP Corner: Spring Cleaning

Try as we might to get rid of them, hazardous chemicals are a part of our lives. We have them in our homes, vehicles, and workplaces. You may not realize that the oil-based paint you applied to the kitchen wall or the antifreeze you used in the company truck are both considered “hazardous chemicals” as defined by the U.S. Occupational Safety and Health Administration (OSHA).

Other examples include cleaning chemicals, such as bleach and stain removers; maintenance chemicals, such as oil-based paints and stains; vehicle fluids, such as antifreeze and gasoline; and pesticides, such as bug bomb and ant spray. These “hazardous chemicals” are harmful, to some degree, to your health and the environment. Whatever requires a material safety data sheet (MSDS) in the workplace is considered a hazardous chemical.

The first step in helping protect you and the environment from hazardous chemicals is to inventory and properly dispose of those that are no longer used. Second is to identify and purchase environmentally preferable products to replace hazardous chemicals that are used, which was the topic of the last

*GreenLine* Newsletter. But environmentally preferable replacements do not currently exist for all hazardous chemicals.

You should therefore attempt to minimize the number of hazardous chemicals used and stored onsite and control how new

hazardous chemicals are purchased (such as through a central purchasing authority) and managed onsite. This edition of the *GreenLine* Newsletter identifies strategies that you can adopt to improve your antifreeze management and hazardous materials storage practices.

For more information on hazardous chemicals and other topics, be sure to check the Concession Program’s new website at [www.concessions.nps.gov](http://www.concessions.nps.gov). The NPS Concession Environmental Management Program (CoEMP) section includes numerous resources that you may find useful as you continue to improve your environmental management program.



Oil-based paints are hazardous chemicals and can be harmful to the environment.

Wendy M. Berhman  
Team Leader  
Concession Environmental Management Program

## GreenLine Assistance

If you require technical assistance on environmental issues, want copies of resource materials mentioned in the *GreenLine* Newsletter, or want to learn more about the Concession Environmental Management Program (CoEMP), contact us by phone or email:

GreenLine Number:  
303/987-6913



Email:  
[NPS\\_GreenLine@nps.gov](mailto:NPS_GreenLine@nps.gov)

