

Jewel Cave

N a t i o n a l M o n u m e n t

Staff Orientation



Summer Season 2015

Monday, May 11

Welcome and General Orientation

8:00 a.m. - 8:15 a.m.

Meet at the Jewel Cave Training Facility

8:15 a.m. - 9:00 a.m.

Welcome to Jewel Cave National Monument
- Larry Sandarciero, Acting Superintendent
- State of the Monument Address

9:00 a.m. - 9:15 a.m.

Agency Introductions
- John Black, Maintenance Division
- Mike Wiles, Resource Division
- Katie Atkins, Administration Division
- Bradley Block, Interpretation Division

9:15 a.m. - 9:45 a.m.

What are Your Expectations? / Bradley Block

9:45 a.m. - 10:00 a.m.

Break / Refreshments

10:00 a.m. - 11:00 a.m.

Administrative Overview / Katie Atkins, Beckie Carder
and Kim Hamil
- Appointment Paperwork / Keys and Door Codes
- NPS Uniform Badges / Leave and Earnings
- Employee Express / eOPF / Payroll / Quicktime
- OWCP / Work Injuries

11:00 a.m. - 12:00 p.m.

Uniform Requirements & Expectations /
- Tina Frankenbery and Ken Zortman
- Uniform Check-Out and Check-In Procedures
- Uniform Orders and Shipments

12:00 p.m. - 12:30 p.m.

Lunch - On Your Own

12:30 p.m. - 1:30 p.m.

Area Orientation / John Black
- Grounds and Facilities
- Recycling Area
- Picnic Areas & Trails
- Visitor Center / Parking Lot Area

1:30 p.m. - 3:30 p.m.

Experience the Scenic Tour / Ken Zortman

3:30 p.m. - 3:45 p.m.

Break / Refreshments

3:45 p.m. - 4:30 p.m.

Questions and Answers / Bradley Block

Schedule at a Glance

Monday, May 11

Welcome and General Orientation

Tuesday, May 12

Caving Fun and
Black Hills Parks and Forests

Wednesday, May 13

LE and NPS History

Thursday, May 14

Black Hills Field Trip

Friday, May 15

Green Team, Maintenance
Awareness, and Customer Service

Monday, May 18

Specific Tour Training

Tuesday, May 19

Resource Management Happenings
& Historic Lantern Tours 101

Wednesday, May 20

Interpretation - Learn by Doing

Thursday, May 21

Everything You Need to Know
about Jewel Cave

Friday, May 22

Wrap Up

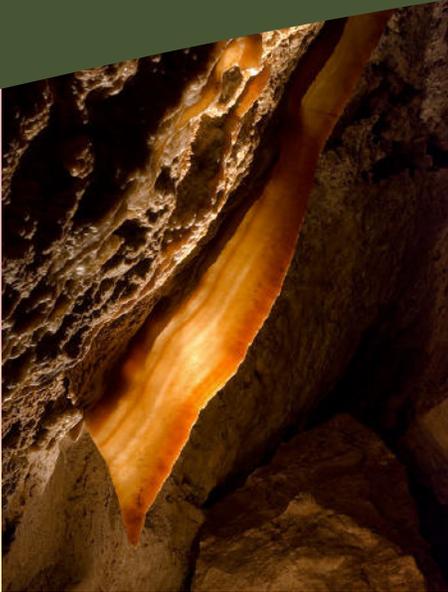
Tuesday, May 12

Caving Fun / Black Hills Parks and Forests Association

- | | |
|-------------------------|---|
| 8:00 a.m. - 8:10 a.m. | Preview Day / Bradley Block
- Meet at the Training Facility |
| 8:10 a.m. - 8:20 a.m. | Carpool to Jewel Cave Historic Area |
| 8:20 a.m. - 12:00 p.m. | Cave Mapping Basics / Dan Austin
- Meet at Historic Cabin Area
- All Park Rangers, Guides, and Visitor Use Assistants |
| 12:00 p.m. - 12:30 p.m. | Lunch - All staff should plan to furnish their own sack lunch and beverage(s) ... |
| 12:30 p.m. - 1:00 p.m. | Equal Employment Opportunity (EEO) / Bradley Block |
| 1:00 p.m. - 1:15 p.m. | Walk to the Visitor Center ~ On Your Own |
| 1:15 p.m. - 2:45 p.m. | Black Hills Parks and Forest Association / Patty Ressler and/or BethAnn Herman
- Meet at the Visitor Center
- Park Store Operations
- Cash Register
- Revenue and Aid Funding |
| 2:45 p.m. - 3:30 p.m. | Fanny Pack Orientation / Nathan Hughes |
| 3:30 p.m. - 3:45 p.m. | Walk to the Training Facility ~ On Your Own |
| 3:45 p.m. - 4:30 p.m. | Team Building Activity / Bradley Block |

Wednesday, May 13

Law Enforcement and NPS History



8:00 a.m. - 12:00 p.m.

Law Enforcement and Radios at
Jewel Cave / Larry Sandarciero
and Bradley Block

- Internal Protocol / LE and Medical
- Search and Rescue Procedures
- Radio Communication
- NPS Laws and Policies
- Superintendent's Compendium

12:00 p.m. - 12:30 p.m.

Lunch ~ On Your Own

12:30 p.m. - 1:30 p.m.

Safety Awareness / Larry Sandarciero

- Haz. Materials / Defensive Driving
- Vehicle Use (Accident Reporting)

1:30 p.m. - 2:30 p.m.

NPS History and Timeline / Ken Zortman

- Meet at Training Facility

2:30 p.m. - 4:30 p.m.

NPS Centennial Training / Bradley Block

Thursday, May 14

Black Hills Field Trip

8:00 a.m. - 8:15 a.m.

Shuttle Pick-Up at Custer Apartments / Bradley Block

8:15 a.m. - 11:00 a.m.

Travel to and Tour to [Wind Cave National Park](#)

- Interpretive Program and Educational Services Presentation
- Tour Visitor Center Exhibits and Displays
- Guided Cave Tour / 9:20 a.m.
- Campground Tour

11:00 a.m. - 1:30 p.m.

Travel to and Tour [Custer State Park](#) (Pack a lunch ...)

- Drive Wildlife Loop Road
- Tour Peter Norbeck Visitor Center
- Interpretive Program and Educational Services Presentation

1:30 p.m. - 3:30 p.m.

Travel to and Tour [Mount Rushmore National Memorial](#)

- Drive Iron Mountain Road (Hwy 16A)
- Tour Visitor Center Exhibits and Displays
- Interpretive Program and Educational Services Presentation

3:30 p.m. - 4:30 p.m.

Travel to and Tour Custer

- Drive Hwy 385 by [Crazy Horse Monument](#)
- Showcase Sites
 - Black Hills National Forest
 - Hell Canyon Ranger District Office
 - Post Office
 - Custer Area Chamber of Commerce

Background Image ~ The Jasper Fire occurred in August 2000 and burned through over 83,000 acres. Started by arson, the fire scars are still quite visible along Hwy 16 coming to and from the monument.

Friday, May 15

Introduction to the Green Team, Maintenance Awareness, Customer Service, and IT Training

- 8:00 a.m. - 9:00 a.m. Green Team Awareness / Bradley Block
- Recycling Bins and Trailers
 - Office and Apartment Expectations
 - Climate Friendly Parks Status
- 9:00 a.m. - 10:00 a.m. What You Need to Know about Maintenance / John Black
- How to Contact and When to Contact
 - Reporting Elevator Issues
 - Reporting Problems Along Cave Tour Routes
 - Cave Lights
 - Stairs
 - Dropped Items
 - Spills in the Cave
- 10:00 a.m. - 10:15 a.m. Break ~ On Your Own
- 10:15 a.m. - 12:00 p.m. Customer Service Training / Lydia Austin
- Fee Collection Training, Inter-Agency Passes
 - Phone Calls, Emails, Etc.
 - Sold Out Tours, No Reservations, Junior Ranger Program
 - Fee Free Days, Special Events
- 12:00 p.m. - 12:30 p.m. Lunch - All staff should plan to furnish their own sack lunch and beverage(s) ...
- 12:30 p.m. - 1:15 p.m. Specific Tour Situations / Bradley Block
- Walk Outs / Medical Assist.
 - Walk Outs / Discipline Assist.
 - Stuck Elevator
 - Wild Cave Issues
 - Facility Fire
 - Service Animals / Cave Tours
 - Trail Usage(s) / Off-Trail Recreation
 - Crying Children
 - Power Outage
 - Wildland Fire
 - ADA
 - Power Driven Mobility Devices
- 1:15 p.m. - 1:30 p.m. Break ~ On Your Own
- 1:30 p.m. - 2:00 p.m. IT Information / Jayne Weiss
- IT Protocol
 - IT Troubleshooting
 - Email Accounts
- 2:00 p.m. - 4:30 p.m. Required National Park Service Training - DOI Learn / Jayne Weiss
- 2015 FISSA Training
 - 2015 No Fear Training (Awareness Only)
 - 2015 Orientation to the Privacy Act (Awareness Only)
 - 2015 Sexual Harassment (Awareness Only)

Monday, May 18

Specific Tour Training / Historic Lantern Tours and Wild Caving Tours

8:00 a.m. - 4:30 p.m.

Wild Caving Tours / Dan Austin

- Follow Assignments from Week #1 of Orientation
- Participants need to dress in appropriate "old" clothes and be prepared for an all-day strenuous activity.

Historic Lantern Tours - Interpretive Techniques / Ken Zortman

- Follow Assignments from Week #1 of Orientation
- Participants need to dress in casual clothes and wear sturdy shoes for caving activities in the historic entrance.

NOTE: Both groups need to pack their own lunches, snacks, and beverages.

Tuesday, May 19

Resource Management Happenings and Historic Lantern Tours 101

8:00 a.m. - 9:30 a.m.

What is Resource Management? / Mike Wiles

- Meet at the Training Facility
- Learn the Basics of Surface and Sub-Surface Resources
- Geology Basics of Jewel Cave

9:30 a.m. - 12:00 p.m.

Hike the Canyons Trail / Mike Wiles and Dan Austin

- Plants & Wildflowers
- Wild Land Fire
- Hiking Trails & Visitor Safety
- Surface Geology & Hydrology
- Bats / White Nose Syndrome & Hibernation
- Historic Cave Entrance

12:00 p.m. - 12:45 p.m.

Lunch ~ On Your Own

12:45 p.m. - 4:30 p.m.

Follow-Up to Historical Lantern Tours / Ken Zortman & Dan Austin

- Meet at Historic Cabin Area
- Visitor Issues / Safety Concerns
- Scout Ranger Volunteer Crews and Surface Area Projects
- Bats / Hibernation Issues and WNS

Background Image ~ Wind Cave National Park offers some of the best panoramic views of the mixed grass prairie in western South Dakota. Its interpretive pull-offs along Hwy 385 also make for some great star gazing opportunities during the summer season.

Wednesday, May 20

Interpretation - Learning By Doing

Location ~ Interpretive Division staff members report to the visitor center.
Resource Management Division staff members report to the Jewel Cave Training Facility.
Maintenance Division staff members report to the Jewel Cave shop area.

*The schedule listed below has been assigned to your specific duty area. If this is not correct, contact your hiring official and work unit point of contact.

8:00 a.m. - 8:30 a.m.	What Makes an Interpretive Program / Bradley Block - Meet at the Visitor Center
8:30 a.m. - 12:00 p.m.	Scenic Tour and Discovery Tour Training / Bradley Block / Tour Guides
12:00 p.m. - 12:30 p.m.	Lunch ~ On Your Own
12:30 p.m. - 1:30 p.m.	Patio Talks / Bradley Block - Tracks Galore - Interpretive Patio Talk Demonstration
1:30 p.m. - 1:45 p.m.	Break ~ On Your Own
1:45 p.m. - 2:45 p.m.	Thematic Nature Hikes / Bradley Block - Roof Trail - Interpretive Guided Hikes
2:45 p.m. - 3:45 p.m.	Special Events / Fee Free Days / Youth Programs
3:45 p.m. - 4:00 p.m.	Break ~ On Your Own
4:00 p.m. - 4:30 p.m.	Visitor Center Operations / Bradley Block and Tina Frankenberg - Facility Tour - Lost and Found Reporting Procedures - Flag Etiquette - Opening and Closing Duties - Questions and Answers

Background Image ~ The Cathedral Spires Trail of Custer State Park treks into a rocky terrain of granitic outcroppings along the Needles Highway (Hwy 87). This is an excellent trail to explore during the summer months.

Thursday, May 21

Everything You Need to Know about Jewel Cave?



- 8:00 a.m. - 11:45 a.m. Cave Map Talk and Walk Through the Cave / Mike Wiles and Dan Austin
- Meet at the Visitor Center
 - Cave Geology
 - Current Research
 - Airlock Doors
 - Geology Test
 - Lint Removal
 - Cave Restoration Efforts
- 11:45 a.m. - 12:30 p.m. Walk to the Training Facility ~ Lunch On Your Own
- 12:30 p.m. - 1:30 p.m. History of Jewel Cave Exploration / Mike Wiles
- 1:30 p.m. - 2:30 p.m. Introduction to Caving Trips / Mike Wiles
- Cave Orientation Trips
 - Recreational Caving
 - After Hour Caving and Scenic Tours
- 2:30 p.m. - 2:45 p.m. Break ~ On Your Own
- 2:45 p.m. - 4:30 p.m. Jewel Cave Geology / Mike Wiles and Bradley Block
- Interpretive Talking Points
 - Examples of Poor Interpretation
 - New Wet Room Example
 - Story-Telling Example
 - Resource Management Standards and Expectations
- 2:45 p.m. - 4:30 p.m. Wild Caving Trip Leader Class / Dan Austin

NOTE: Interpretive Division training participants will be assigned to one of the session topics from 2:45 - 4:30 p.m. Not all participants are required to take part in the Wild Caving Trip Leader session.

Friday, May 22

Wrap Up

8:00 a.m. - 9:00 a.m.	NPS Staff Evaluation <ul style="list-style-type: none">- Meet at Training Facility- Performance Appraisal Plans- Critical Elements (All Positions)- Mid-Season Evaluations- Peer Feedback
9:00 a.m. - 10:00 a.m.	Training Courses / Bradley Block <ul style="list-style-type: none">- Foundations of Interpretation- Interpretive Talk 2.0- Interpretive Talk
10:00 a.m. - 10:15 a.m.	Break
10:15 a.m. - 11:00 a.m.	Mentorship in the Work Place / Bradley Block <ul style="list-style-type: none">- Chain of Command- Team Leaders- Common Summer Issues- What Do I Do When ...?
11:00 a.m. - 12:00 p.m.	Staff Questions
12:00 p.m. - 12:30 p.m.	Lunch ~ On Your Own
12:30 p.m. - 1:00 p.m.	Individual Positions and Team Assignments
1:00 p.m. - 4:30 p.m.	On the Job Training <ul style="list-style-type: none">- Research- Shadow Tours- Trail Hike- Scenic Tour Walk-Through- Custodial and Shop Duties- Resource Assignments



Jewel Cave Staff

Acting Superintendent

[Larry Sandarciero](#)

Administrative Division

[Katie Atkins](#) / Administrative Officer
Beckie Carder / Administrative Asst.
Kim Hamil / Administrative Asst.
Jayne Weiss / IT Specialist

Interpretive Division

[Bradley Block](#) - Chief of Interpretation
Lydia Austin - Park Ranger
Tina Frankenbery - Lead Park Ranger
Nate Hughes - Park Ranger
Ken Zortman - Park Ranger

Resource Division

[Mike Wiles](#) - Chief of Resources
Dan Austin - Physical Science Tech

Maintenance Division

[John Black](#) - Chief of Maintenance
Dave Tashner - Maintenance Worker

Jewel Cave National Monument

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