

Quiz Answers: Module 4

Module 4: 1. Engaging with Casual Visitors, 2. Interactions, 3. Hostile Interactions

1. Engaging with Casual Visitors:

- a. opportunist, interest in outdoor recreation, not visiting with a driving purpose, heard about nice beach and birds, visit on a whim
- b. step out of your comfort zone, approach the visitor, look for opportunities to make a connection, ask if they've seen anything interesting, mention a neat bird you saw, tell them about the shorebird regulations and opportunities
- c. be friendly, keep it brief, smile, ask if they are new to the refuge, ask if they have any questions, identify yourself, identify your role, learn about why they are visiting, share management goals and biological information, share volunteering info for future visits
- d. body language like pulling away from you, verbal cues like short answers and no follow-up questions

2. Interactions:

- a. Professional and friendly
- b. protect shorebirds through education and interpretation
- c. safety (you are NOT law enforcement, act on the side of caution)
- d. stop, take a breath, observe, remain calm, document the incident, do not disturb a possible crime scene

3. Hostile Interactions:

- a. provide education and information to the public in a productive and engaging manner
- b. face or neck flushing, hands clenched, shoulders up toward their ears, volume of their voice increased
- c. approach the visitor, provide information, remind the visitor that the area is closed
- d. emphasize the wildlife first mission, recommend a nearby location that allows access, if the behavior continues to escalate then acknowledge the difference, step away, report the issue to a wildlife officer, refuge manager or your supervisor