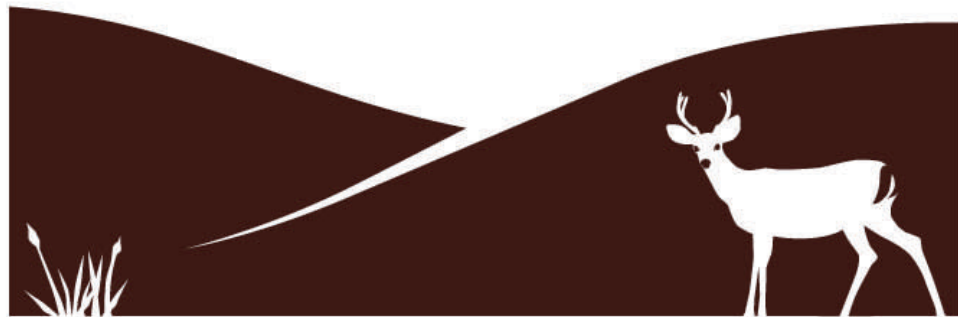


# Volunteer Guidebook

ANN & SANDY  
CROSS



CONSERVATION AREA

Ann & Sandy Cross  
Conservation Area

***Never doubt that a small group of thoughtful,  
committed citizens can change the world;  
indeed it is the only thing that ever does.***

**Margaret Mead**

# TABLE OF CONTENTS

<b>WELCOME</b> .....	<b>1</b>
<b>INTRODUCTION TO THE AREA</b> .....	<b>2</b>
About the Ann & Sandy Cross Conservation Area .....	2
Mission, Vision and Guiding Principles .....	2
Guidelines for Area Use .....	3
Ann & Sandy Cross Conservation Area .....	3
Celebrating the Successes .....	3
Strategic Plan .....	4
A Learning Organization .....	6
<b>HISTORY OF THE ANN &amp; SANDY CROSS CONSERVATION AREA</b> .....	<b>6</b>
Pre-Cross History .....	6
The Cross Family .....	7
The Donation .....	8
Post-Donation History .....	9
<b>VOLUNTEER PROGRAM</b> .....	<b>10</b>
Program Overview .....	10
Philosophy .....	11
Volunteer Rights, Responsibilities and Boundaries .....	11
Training .....	12
Screening Practices .....	14
<b>ASCCA GENERAL PROCEDURES</b> .....	<b>15</b>
Facilities .....	15
Absenteeism .....	15
Dress Requirements .....	16
Reimbursement .....	16
Insurance Coverage .....	16
Safety and First Aid Procedures .....	16
Emergency Response Procedures .....	18
Media Contact .....	20
Handling Complaints .....	20
<b>FREQUENTLY ASKED QUESTIONS AND ANSWERS</b> .....	<b>20</b>
<b>APPENDIX</b> .....	<b>22</b>
<b>Job Descriptions</b>	
Area Steward .....	A1
Conservation Educator .....	A2
Special Projects .....	A3
Communications/Public Relations .....	A5
Office/Administration .....	A6
<b>Common Flora and Fauna to the Area</b> .....	<b>A6</b>
<b>Resources Available to Volunteers</b> .....	<b>A7</b>

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# Welcome

We're pleased you've decided to devote some of your valuable time to the Ann & Sandy Cross Conservation Area (ASCCA)! This guidebook provides essential information that you will need to know while you are a volunteer here. This material is intended as a general reference and should not take the place of independent research or training workshops. Please take time to read and familiarize yourself with this information.

Volunteers are the lifeblood of the ASCCA operations. We count on you to provide us with your service as well as your feedback on how we can continually improve our program and assist you in making this a rewarding volunteer experience! Please call the Volunteer Coordinator at (403) 931-1042.

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**Ann & Sandy Cross Conservation Area**  
Site 23 Comp 20 RR 8  
Calgary, Alberta  
T2J 2T9

**Executive Director • Jacquie Gilson**  
t: (403) 931-3377 / f: (403) 931-1045  
e: [jgilson@crossconservation.org](mailto:jgilson@crossconservation.org)

**Volunteer Coordinator • Christina Keough**  
t: (403) 931-1042 / f: (403) 931-1045  
e: [ckeough@crossconservation.org](mailto:ckeough@crossconservation.org)

**Education Coordinator • Maureen Luchsinger**  
t: (403) 931-2042 / f: (403) 931-1045  
e: [mluchsinger@crossconservation.org](mailto:mluchsinger@crossconservation.org)

**Habitat Manager • Reg Rempel**  
t: (403) 931-3111 / f: (403) 931-3113  
e: [rrempel@crossconservation.org](mailto:rrempel@crossconservation.org)

**Website**  
[www.crossconservation.org](http://www.crossconservation.org)

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# Introduction to the Area

## About the Ann & Sandy Cross Conservation Area

The ASCCA includes nearly 4800 acres of native grassland, aspen parkland and meadows of introduced grasses. It is an area of protected habitat for wildlife that also provides learning opportunities for the public through educational programs and hiking on designated trails. The 20 kilometers of trails and guidelines for their use have been established to allow access by appointment only in order to minimize the negative impacts on wildlife and native habitat.

The Area is roughly 60% aspen forest, 30% introduced grasses and 10% native grasses. Brome, timothy, and alfalfa are common introduced grasses; rough fescue and Parry's oat grass are common native species. Wildflowers abound in the meadows and forest. Please refer to the Appendix for a native plant list. Elk are common in fall and winter; mule deer, white tailed deer and moose are present year round. Coyote, beaver, muskrat, porcupine, Great-horned owls and Mountain bluebirds are also common residents. The Cross Conservation Area boasts a large concentration of Red-tailed Hawks. The headwaters of Pine Creek are located within the Area and take shape as a series of beaver ponds on site.

## Mission, Vision and Guiding Principles

### Mission

To foster conservation of habitat for native species of wildlife. We achieve this Mission by providing space for wildlife, offering conservation education programs and supporting community conservation initiatives.

### Vision

We aspire to a day when the Conservation Area is recognized from the local to the international level as a model of sustainability, a leader in landscape-level approaches to management of protected areas and a key contributor to collaborative approaches in conservation.

### Guiding Principles

Ann and Sandy Cross made this generous land donation to future generations. We achieve the Mission and Vision by adhering to the following Guiding Principles:

1. We protect habitat and provide space for native species of wildlife through the careful management of the ASCCA natural resources.
2. We offer conservation education programs, particularly for young people, without jeopardizing area wildlife and habitat. Our innovative programs foster awareness, appreciation and action while managing risk for all education participants.
3. We manage human use of the ASCCA through a system of entry by appointment only, and other impact reduction techniques.
4. We collaborate positively with our stakeholders in a climate of sharing, co-operation, and mutually beneficial support.
5. We pursue landscape-level approaches in order to protect the ASCCA as part of a regional landscape.
6. We strive for sustainability in all aspects of our operations, i.e., human, financial, organizational and environmental.

***In a time of drastic change, it is the learners who inherit the future. Those who have finished learning find themselves equipped to live in a world that no longer exists.***

Eric Hoffer

---

## Guidelines for Area Use

The following guidelines are in place to protect the Area and its wildlife for today and into the future. Please respect these rules and encourage others to do the same:

1. You must book for each and every visit.
2. Go to our website at [www.crossconservation.org](http://www.crossconservation.org) and give us your booking information.
3. Access the area from the parking lot only.
4. Horses, dogs, bicycles and other vehicles are not allowed.
5. The area is closed between 11 p.m. and 4 a.m.
6. Campfires and smoking are not allowed.
7. Hunting and discharging firearms are prohibited.
8. Stay on the trails and pack out all your garbage. Garbage cans are not provided.
9. Keep your distance from wildlife to protect yourself and the animals.
10. Leave everything in its place. Do not pick flowers or plants and do not remove anything from the Area.

## The Ann & Sandy Cross Conservation Area

The ASCCA, a non-profit charitable organization, was formed in the autumn of 1996 to manage the Cross Conservation Area. Before this time the ASCCA had been managed by The Nature Conservancy of Canada. With the donation of additional land by Ann and Sandy Cross it was determined that a new organization was the best means to facilitate management.

The ASCCA has a 9-12 member board and a mandate to manage the Cross Conservation Area. As a registered charity the organization can issue tax receipts for charitable donations.

## Celebrating the Successes

In 1991 Ann and Sandy Cross, a variety of supporters (including Chevron Canada Resources and Amoco Canada Petroleum) and The Nature Conservancy of Canada raised \$2 million. With this funding an education center, Belvedere House, and a manager's residence were built. An endowment fund was put in place to ensure sufficient funds for ongoing operations of the Area.

In 1993 a successful volunteer program was initiated. Since then over 600 volunteers have assisted by leading education programs, helping with Area maintenance, communication projects, planning and planting natural habitat gardens, assisting with education program development, and research and grant applications.

***In a time of drastic  
change, it is the  
learners who inherit the  
future. Those who have  
finished learning find  
themselves equipped  
to live in a world that  
no longer exists.***

Eric Hoffer

## Celebrating the Successes cont.

**LEARNING** is finding  
out what you  
already know.

**DOING** is  
demonstrating that  
you know it.

**TEACHING** is  
reminding others that  
they know just as  
well as you.

**We are all learners,  
doers and teachers.**

Richard Bach

In 1993 the first conservation education program was offered and in 1995 the Cross Conservation Area celebrated more than 10,000 school children visits. Today over 85,000 children and adults have visited the Area, as well, we offer seven successful educational programs for schools and organized youth groups. Since 1998 the Area has also offered continuing education programs for families, adults and children.

In 2002 the Sandy Cross Conservation Foundation was the proud recipient of the Emerald Award for education. These awards recognize Albertans for outstanding achievements in projects which protect, preserve, enhance and sustain the environment.

In 2002, the book, *Paradise Preserved: The Ann & Sandy Cross Conservation Area*, was produced. Written by Bruce Masterman, with photographs by Mike Sturk, this book celebrates the history of the Area.

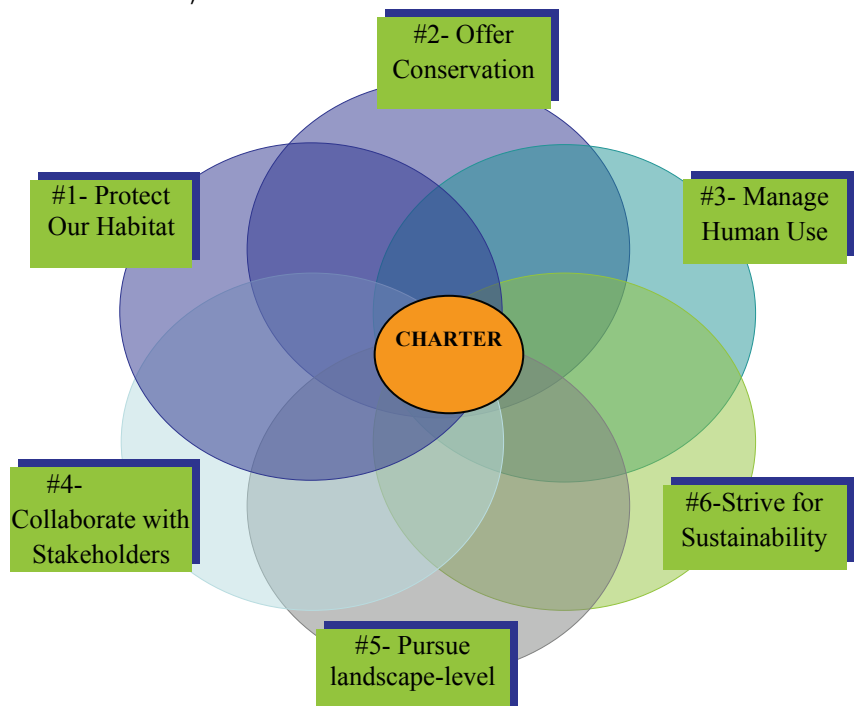
In 2005 we implemented the Grasslands and Grouse Project as a three-year habitat management plan aimed at increasing biodiversity by protecting and enhancing the remaining 133 acres of native grassland at the ASCCA.

## Strategic Plan

The following management areas are all necessary for the day to day operations of the ASCCA. The strategic business plan describes each management area and the three priority initiatives in each. Detailed plans for each management area are available from staff.

### Operational Framework

The following operational framework shows the six key management areas upon which the following strategic plans are based. The six circles represent the Guiding Principles outlined in the Charter and are shown as overlapping circles as they all interact and depend on each other for success. The Charter, including Mission and Vision, is shown as central to all.



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## Guiding Principles Described for 2010

**#1- Protect Our Habitat-** includes actions taken to protect the wildlife habitat on the ASCCA, such as grazing, weed management, fencing, water source protection, wildlife monitoring and so on.

**#2- Offer Conservation Education-** in 2010 will include Conservation Discovery on site day school and outreach school visits and the Open Minds week long school programs, as well as summer day camps and Community Conservation Learning Opportunities. The overall theme for the year's educational programs is "Take Action for Conservation".

**#3- Manage Human Use-** includes continuing to use on line bookings, parking lot registration and a user fee system.

**#4- Collaborate with Stakeholders-** includes working collaboratively and communicating effectively with identified stakeholders. Key Focus will be on upgrading our communication tools and focusing on stakeholders as donors or potential donors.

**#5- Pursue landscape-level approaches-** includes being involved in landscape-level initiatives and community conservation projects, to a limited extent, based on resources and with a fund raising focus.

**#6- Strive for Sustainability-** includes human support (staff and volunteers), financial resources (accounting and fund raising), planning and administration, facilities and equipment, safety and risk management and environmental sustainability.

## Overall Operational Goals 2010

1. To successfully manage the ASCCA in 2010 with the Mission, Vision and Guiding Principles as our foundation.
2. To continue to live within our financial means in 2010.
3. To move the ASCCA closer towards being a sustainable organization (financially and other).

## Attributes of Excellence in Protected Areas Management

In 1995 Dr Lesley Curthougs developed these attributes of Excellence in small protected area management. We strive to achieve these:

1. Clear mandate supported by a written management plan and objectives.
2. Landscape level management approach.
3. Two-way community involvement.
4. Communication and education.
5. Research and monitoring.
6. Development of partnerships and networks.
7. Small but growing.
8. Ecological restoration.
9. Minimize visitor impact.
10. Maximize visitor experience.
11. Innovativeness.
12. Perseverance, pride and passion.

***Never doubt that a  
small group of  
thoughtful, committed  
citizens can change  
the world;  
indeed it is the only  
thing that ever does.***

Margaret Mead

---

## A Learning Organization

At the ASCCA we strive to be a learning organization. A learning organization is one that learns continually and is always changing to grow and improve itself. Learning takes place in individuals, teams, the organization and in the external communities with which we interact. This means we subscribe to the following values:

- Creativity
- Empowerment of all
- Staff as facilitator/coach
- Focus on team/organizational performance
- Respect for the individual as a person
- Internal commitment to learning
- Focus on skills of the “whole person”
- Lifelong, holistic learning/education

We encourage the following:

Personal Mastery	• improvement of the individual
Team Learning	• improvement of the group / team
Shared Vision	• improvement of communication
Mental Models	• improvement of thinking patterns; changing beliefs
	• challenging assumptions
	• critical thinking
Systems Thinking	• improvement of the organization and community
	• include all components in decision making

## History of the Ann & Sandy Cross Conservation Area

### Pre-Cross History

11,000 Years Ago	Evidence of the first person in Alberta following glacial retreat. It would take 2000 years for settlements to establish.
1787 AD	David Thompson crosses the prairie for the Hudson’s Bay Company. This leads to the influx of fur traders and missionaries bent on “taming the wilderness” one century later.
1867	The Dominion of Canada was formed commissioning the North West Mounted Police into Alberta 5 years later.
1875	Fort Calgary is built. Colonel Macleod, is Sandy Cross’ grandfather.

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## Pre-Cross History cont.

1877	Treaty #7 is signed with the Dominion of Canada, Stony and Blackfoot First Nations.
1883	Canadian Pacific Railway reaches Calgary, bringing with it the farmers who planted the prairies into the patchwork quilt of crops.
1890	As a result of mass hunting, buffalo verge on extinction.
1914	Oil is discovered in Turner Valley.
1921	The growth of Calgary causes a rising demand for lumber, much of which was removed from the foothills forests like those of the Pine Creek Valley.
1926	The earliest airphotos of the ASCCA show the existence of some cultivated fields and the “Haunted Barn”. Most of the area was likely grazed by domesticated animals. Rigorous fire control and cultivation began.
1930's	Prairie drought and economic depression result in the Dirty Thirties and the Great Depression.
1944	Most of the plateaus of the ASCCA have been cultivated and there is evidence of new homes and roads.
1945	Sandy Cross begins to purchase land at \$30 per acre to form Rothney Farm.

## The Cross Family

Sandy Cross was born Alexander Rothney Cross in Victoria on April 11, 1914 to famed pioneers Alfred Ernest Cross and Helen Rothney Macleod Cross. Helen was the oldest of five children born to Colonel Macleod, who was responsible for the building of Fort Calgary. This bold soldier tried to help native people and assisted with Treaty 7. Colonel Macleod was not the only source of Helen's pioneer courage. While serving in the Reserves during the Louis Riel Rebellion, Macleod met his wife, then a courier bringing messages to the Reserves through rebel lines. In 1878, Helen became the first Caucasian born in Fort Macleod.

A.E. Cross was born and raised in eastern Canada, and came to Calgary with the railroad in 1883 to work on the Cochrane Ranch. A.E. began homesteading in 1885 west of Nanton, on what he called the A7 ranch. The first winter he lost all 20 head of cattle except Maggie, a Shorthorn milk cow who was tied in a shed and survived the blizzard. This began the Cross family admiration for Shorthorn cattle. A.E. had the foresight to expand and start the Calgary Brewing and Malting Company, and the Calgary Exhibition and Stampede.

***Before we can teach  
children, we have to  
give them a reason for  
learning; the reason  
being to become part  
of the world; thinking  
it together rather  
than in pieces.***

Aldo Leopold

---

## The Cross Family cont.

As a child Sandy was educated at some of the best schools in the country. His skill and agility made him a popular athlete. His many accomplishments included a degree in chemical engineering from the University of Alberta and subsequent 25 years with the Calgary Brewing Company, and an Honorary Doctor of Law from the University of Calgary. Although he traveled extensively during his education, Sandy's favorite time was riding on the A7, his father's ranch.

Sandy's deep attachment to the land inspired him to purchase land in the foothills south of Calgary for Rothney Farm. The landscape reminded him of the A7 ranch and as the land became available, he continued to purchase it, never expecting it to become 9 sections. Consistent with the Cross family love for Shorthorn cattle, Sandy once had 200 registered head on the land.

Ann Cross was born in North Battleford, Saskatchewan. Her parents were Polish immigrants, both having been brought to North Battleford by their parents when they were 5-6 years old. She recalls that her mother was lost when they reached Canada and only connected up with her family in Regina. Ann grew up and was educated in North Battleford with several brothers and sisters. She obtained her Nursing degree then switched over to Lab Technology for her career. She had five children and had been widowed 14 years before marrying Sandy Cross in 1974. She and Sandy have many grandchildren and two of them, Alexandra and Simon, were in the first school group to visit the ASCCA.

Pine Creek was always one of Sandy's favorite places and he didn't want to see it become a suburb. Sandy and Ann decided to donate 3 square miles for conservation in 1987. Sandy's vision for the land is to foster stewardship and teach people about the beauty of the native prairie, perhaps even reintroducing native species such as Sharp Tailed Grouse or Bison. The fear that too many people will scare the wildlife away had led Sandy to ask, "Is it big enough?". Sandy and Ann hope that in 100 years the land will still be natural, providing habitat for all kinds of native wildlife. This prompted Ann and Sandy to donate an additional 4.5 square miles of land to the area in 1996. Sandy Cross passed away on December 13, 2003 at the age of 89.

***Sentiment without  
action is the ruin  
of the soul.***

**Edward Abbey**

## The Donation

In partnership with The Nature Conservancy of Canada and the province of Alberta, Ann and Sandy donated their land for conservation in August 1987. The Conservancy began a \$2,000,000 fundraising campaign to provide for construction of Belvedere House (the education center), a manager's residence and to create a future management fund. Co-chaired by Jim Baroffio, then president of Chevron Canada Resources and Murray Todd, then senior vice-president of Amoco Canada Petroleum Company Ltd., this campaign was the largest single undertaking in The Nature Conservancy of Canada's 30-year history. Tremendous support and key contributions were made to this area by Calgary companies, foundations, the Government of Alberta and donors from across Canada. See the donor wall in Belvedere House for names.

## Post Donation History

***Those who  
contemplate the  
beauty of the Earth  
find reserves of  
strength that will  
endure as long  
as life lasts. There is  
symbolic as well as  
actual  
beauty in the migration  
of birds, the ebb and  
flow of tides, the  
folded bud ready for  
spring. There is  
something  
infinitely healing in  
the repeated refrains of  
nature -  
the assurance that  
dawn comes after the  
night and  
spring after the winter.***

Rachel Carson

August 1987	Ann and Sandy Cross donate 3 sections of land (1,920 acres) to the Province of Alberta via a letter to the Minister of Forestry, Lands and Wildlife (Don Sparrow). Letter states that, "While (we) wish the land to be disturbed as little as possible, it is also our desire that the land provide an educational tool for school children, university students and the public".
October 1987	Land is officially deeded to the Government of Alberta and designated a "Habitat Development Area" under the authority of the Wildlife Act (Chapter W-91 of the Statutes of Alberta, 1984).
November 1987	The Nature Conservancy of Canada signs an agreement with the Provincial Government to manage the area and promote conservation, restoration, education and interpretation of the natural resources. The Management Authority Committee is set up.
1988	University of Calgary Environmental Design Master's students prepare a Management Plan for the Area.
September 1989	Project dedicated. Chevron announces \$110,000 commitment to project.
1987-1990	Funds raised and road built, well dug, brush around perimeter cleared, external fencing put in place.
May 1990	Larry Simpson hired as Alberta Regional Director of The Nature Conservancy of Canada. Campaign organized to raise funds to complete the project.
February 1991	Chevron and Amoco agree to head up fund raising campaign to assist The Nature Conservancy of Canada in raising funds to complete the project. Ann and Sandy Cross agree to donate \$500,000 to match \$500,000 raised by the others.
June 1991	Construction of Belvedere House underway. Education Center is named by Joy Harvie McClaren, one of our key sponsors, after a favorite childhood home in Montreal.
October 1991	Official opening ceremonies at Belvedere House.
June 1992	Jacque Gilson hired as Executive Director. Further development of the Area including trails, education stations and programs are initiated.
May 1993	First school group visits from Elbow Park School.

May 1994	First university research project investigates the use of grazing, fires, and herbicides to encourage native grasses while discouraging introduced species.
October 1995	Celebration of Environmental Education Event to celebrate the 10,000 school children who had visited the Area to date.
September 1996	Ann and Sandy donate more land, the ASCCA is now 4,800 acres. The SCCF (renamed ASCCA in 2008 officially) is formed to manage the Area.
June 2002	Produced and launched the hard cover book <i>Paradise Preserved: The Ann and Sandy Cross Conservation Area</i> .  Awarded the Emerald Award for Environmental Excellence in Education.
December 2003	Sandy Cross passed away at age 89.

## Volunteer Program

### Program Overview

The Cross family exhibited overwhelming environmental awareness and personal commitment by providing this conservation legacy to Albertans. The ASCCA feels this commitment should be continued and has developed volunteer program guidelines. These guidelines will ensure volunteers are given the respect and attention they deserve, and hopefully ensure that the ASCCA is well represented at all times. These guidelines outline steps to assess the Cross Conservation Area's and volunteer needs to recruit, orient, train, evaluate and recognize, as well as define the rights and responsibilities of the volunteer and the role of Volunteer Coordinator. A copy of the Volunteer Plan is available in the Belvedere House main office.

In this document reference is made to three distinct groups of people: the client, the foundation and the volunteer. These three parties are related to each other and necessary in order for the ASCCA to carry out its vision.

**The Volunteer** • the personnel that ensure the viability of the operation of the ASCCA by helping the foundation meets its goals and objectives, and assisting our clients when at the Area.

**The Client** • comprises a broad group, and represents the people the ASCCA serves including: school groups, organized groups, the local community and the public.

**The Foundation** • provides the direction, management and stewardship for the ASCCA.

*If we don't teach the adolescents, how can we expect understanding from the adults?*

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## Philosophy

The volunteer program at the ASCCA has been established and maintained under the following philosophy:

- That the volunteer program is a symbiotic relationship and equal partnership where all parties (client, foundation, and volunteer) are benefiting and striving towards a common vision.
- That the ASCCA appreciates that volunteers are a valuable and unique resource without whom the Ann & Sandy Cross Conservation Area could not meet its goals or needs.
- In recognizing volunteers as a valuable resource, the ASCCA will attempt to create a volunteer experience that enables each volunteer to acquire a sense of belonging, empowerment, personal contribution, and an opportunity for lifelong learning.
- Volunteers at the ASCCA will have the opportunity to develop their skills, interests, self esteem and altruism.
- The ASCCA recognizes that volunteers are our link to the community at large and as such the ASCCA has an obligation to educate our volunteers in ecological integrity. Volunteers will then benefit the community through their increasing understanding and awareness of conservation issues.

## Volunteer Rights, Responsibilities and Boundaries

As a volunteer you are a valuable team member. Staff will try to ensure that we accommodate you and give you every opportunity to become part of this team. We encourage you to take time to get to know the other team members.

### Volunteer Rights

As a volunteer you have the following rights:

- To be treated as a co-worker.
- To be given as much knowledge as possible about the Area.
- To be given a job that meets the needs of the ASCCA and your needs as closely as possible.
- To receive appropriate ongoing education on the job.
- To receive supervision and regular evaluation of your performance.
- To be given a variety of experiences.
- To be given sound direction and guidance.
- To be recognized.
- To be trusted.
- To have confidences respected.
- To work in a safe environment.

***You give but little  
when you give of your  
possessions.  
It is when you give  
of yourself that  
you truly give.***

Kahlil Gibran

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## Volunteer Responsibilities

As a volunteer you have the following responsibilities:

- To accept viable assignments.
- To show a professional attitude at all times.
- To respect confidences.
- To follow the rules and regulations of the ASCCA and encourage others to do the same.
- To meet your commitment.
- To say NO when you feel it is necessary.

## Volunteer Boundaries

Your role as a volunteer will be based on your job description. Your responsibilities will be provided in greater detail through orientation and training sessions guided by your supervisor. There are however certain limitations in your role as a volunteer, including:

- You cannot legally represent the ASCCA or talk to the media.
- You should not perform any hazardous duties.
- There may be other limitations that will be outlined by your supervisor in regard to your job duties.
- At no time should a volunteer ever be alone with a child.
- Other limitations will be present in the volunteer contract.

## Training

### Training Practices

Training is provided for all volunteer positions. It is ongoing and an important part of your growth as a volunteer. You can also participate in our conservation learning programs and other training opportunities throughout the year.

### Volunteer Training Requirements

#### Area Steward:

**Standard Training** • We ask that all new Area Stewards complete one hike and information session, one Steward orientation training session and one annual update and scheduling session.

**Yearly Training** • Each year we will ask our Area Stewards to continue their training by completing one annual update and scheduling session and one conservation learning session.

**Optional Training Sessions** • First Aid, other conservation learning programs.

*Unless someone like  
you cares a whole aw-  
ful lot, nothing is go-  
ing to get better. It's  
not.*

Dr. Seuss, "The Lorax"

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## Conservation Educator:

*Nature's immense  
mystery opens to us a  
little of its stunning  
purity reminding us  
of a life that is  
greater than the little  
affairs of man.*

Joseph Cornell

**Standard Training** • We ask that all new Educators complete one orientation, at least two educator training sessions, two professional development sessions and one Safety and Risk Management Procedures session.

**Yearly Training** • Each year we will ask our Educators to continue their training by completing one Safety and Risk Management Procedures session, at least one additional educator training session, two professional development sessions and two continuing education sessions.

**Optional Training Sessions** • Conservation Education, First Aid, other conservation education programs.

## Special Project Helpers:

**Standard Training** • We ask that all new special project helpers complete one orientation and one Safety and Risk Management Procedures session.

**Yearly Training** • Each year we will ask our special project helpers to continue their training by completing one Safety and Risk Management Procedures session, two continuing education sessions, and any equipment safety sessions, if applicable.

## Communications/Office Administration:

**Standard Training** • We ask that all new Communications/ Office Administration volunteers to complete one orientation and attend any communications planning sessions.

**Yearly Training** • Each year we encourage our volunteers to continue their training by attending any of our continuing education sessions.

**Optional Training Sessions** • Conservation Education, First Aid, other conservation education programs.

## Conservation Education Ambassadors:

**Standard Training** • One orientation session, one training session and one safety and risk management session.

**Yearly Training** • One training session and safety and risk management session.

**Optional Training Sessions** • Conservation Education, First Aid, other conservation education programs, inservices or training.

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## Screening Practices

The ASCCA is committed to ensuring, to the best of our abilities, the safety of all participants in our programs including children, youth, seniors, volunteers, staff and people with disabilities. ASCCA has a duty to ensure that the best people are placed in these important leadership positions. Therefore it is essential that we know the background of volunteers and staff. The screening process involves a number of tools that help us to identify any person who may pose a risk to any person while working on our site.

As a potential volunteer or employee, you will have to undergo some or all of the screening tools we use at the ASCCA:

- interviews
- reference checks
- probationary period of six months
- police reference checks
- probationary period evaluations
- partner reviews
- performance reviews

The Ann & Sandy Cross Conservation Area is committed to:

- ensuring our programs occur in a safe and supportive environment;
- preventing harassment and abuse of clients, volunteers and staff; and,
- eliminating inappropriate behavior which makes others feel uncomfortable.

Screening applies to everyone in the organization. Every volunteer and staff member will undergo a screening process that may involve a Police Information Check. The level of screening will be in a manner appropriate to the volunteer position for which they have applied. All volunteer positions will be designated high, mid-level, or low risk and individual screening plans will be used.

### What You Should Know About Police Information Checks at the Cross Conservation Area

A Police Information Check searches national and local police records. Amongst the items that a record check reveals are:

1. **Criminal record (adult).**
2. **Pending charges, warrants and ongoing investigations under federal statutes (include provincial).**
3. **Relevant occurrence reports.**

The purpose of the check is:

- to try to prevent any harassment or abuse of our volunteers, staff or clients;
- to provide a safe and supportive environment for our volunteers, clients, and staff; and,
- to meet the required standard of care within the recreation industry, as it applies to screening.

*One hundred years  
from now .... it will  
not matter what my  
bank account was, the  
sort of house I lived  
in, or the kind of car I  
drove, but the world  
may be different  
because I was  
important in the life of  
a child.*

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## What You Should Know About Police Information Checks at the Cross Conservation Area Cont.

We are screening people to ensure they have no history of abuse or harassment towards another individual. Information is collected under the Freedom of Information and Protection of Privacy Act.

We signed a memorandum of understanding with the Calgary Police Service (CPS) that dictates we can only use the information to:

**Assess whether an applicant for a volunteer position with the ASCCA is an acceptable applicant given the nature of the volunteer work and the clientele of the agency.**

This information is confidential and only disclosed to the CPS, the applicant, and the CCA staff, which includes only the Executive Director, and Volunteer Coordinator. Seasonal staff will not have access to this information. Information is kept securely for the duration of the volunteer contract, and will be destroyed or returned to you at your request, at the end of the volunteer contract.

Source: *Volunteer Canada Screening Protocol for the National Campaign on Screening 1999.*

**For complete information regarding Police Information Checks please see the Volunteer Coordinator.**

## ASCCA General Procedures

### Facilities

All volunteers have the use of Belvedere House while on the Area (if open). This includes a kitchen with coffee, kettle, microwave and fridge. Volunteers are responsible for making their own refreshments and leaving the kitchen tidy.

Volunteers should check the bulletin board and the mail box in the designated spot when they arrive so they can keep up-to-date on area activities and messages from others.

On the land there are outhouses and shelters on the Fescue Trail, Pine Creek Trail and the Aspen Trail. Stuart Barn is located off the Pine Creek Trail if shelter is needed while on that longer trail.

### Absenteeism

We will try to accommodate you with regards to your time commitment, by offering a choice of dates. But there may be times when you cannot fulfill your commitment. In that case, we ask that you notify us at **403-931 - 1042** as soon as possible so that other arrangements can be made.

***In everyday life,  
learning does not end.  
It is continuous and  
recurring with peaks,  
plateaus and peaceful  
valleys for reflection.  
Learning is life,  
life is learning.***

---

## Dress Requirements

**Area Stewards** while on patrol, should have the following equipment with them: identification badge; first aid kit; cell phone; and emergency contact numbers.

**Conservation Educators** while with a school group should have the following equipment with them: name badge; first aid kit; cell phone or radio; and emergency contact numbers.

**Special Project Helpers** while participating on special projects should make sure the following equipment is available: first aid kit; radio or cell phone; and emergency numbers.

All volunteers are responsible for their own outdoor clothing and should dress appropriately for weather and activities. Other volunteers should wear nametags while on the land, and identify themselves as an Area volunteer to all visitors they meet.

## Reimbursement

Volunteers will be reimbursed only for pre-approved expenses such as program materials and supplies. Reasonable and approved expenses incurred by the volunteer while performing volunteer duties can be reimbursed at the discretion of the Executive Director.

## Insurance Coverage

All volunteers are covered by Workers Compensation while they are working for the ASCCA and performing approved tasks. Complete information is available in the main office at Belvedere House, or from the Executive Director. In order to assess this coverage it is essential that volunteer records are kept accurately. Please update the volunteer hours in the binder, or phone in your hours, regularly. The Ann & Sandy Cross Conservation Area insurance policy provides third party liability for the protection of our volunteers. Under this insurance, you are protected from most lawsuits that may be taken out against you or the ASCCA.

## Safety and First Aid Procedures

If you are a conservation educator, we require that you have, a valid first aid and CPR certificate before beginning leading school programs. If you are uncertain of proper first aid treatment, comfort the casualty and contact a staff member and/or telephone for an ambulance at 911 or 261-4000. Volunteers should not personally transport casualties to the hospital.

For each volunteer's safety, a volunteer should never walk the land alone. If you have any doubts about your personal safety while on the Area, try to avoid the situation and notify a staff member as soon as possible.

***Experience is not  
what happens to a  
person. It is what a  
person does with what  
happens to them.***

Aldous Huxley

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## Safety and First Aid Procedures Cont.

***Nothing is so contagious as enthusiasm; it is the genius of sincerity and truth accomplishes no victories without it.***

**Bulwer-Lytton**

**Lightning storms** are common on the Area. To prevent any accidents here are a few precautions to take:

1. Take shelter inside if possible.
2. Avoid high areas. Seek protection in a ditch or under head-high trees, such as aspen
3. If only isolated trees are available, crouch in the open twice as far from the tree as the tree is tall.
4. If your hair stands on end drop to the ground.
5. If someone is hit by lightning, check their Airway, Breathing, Circulation (ABCs) and perform CPR immediately if necessary and if you are trained to do so.

**Wildlife sightings** are common at the Area. Remember if you do spot wildlife DO NOT approach it; viewing wildlife from a distance is the best way to protect yourself and the wildlife. If you come across injured or orphaned wildlife the Calgary Wildlife Rehabilitation Society suggests that you:

1. Wait and watch the animal from a distance to make sure it is in fact hurt or orphaned. Some animals do leave their offspring for long periods of time.
2. Contact Area staff who will then take appropriate action such as calling the nearest clinic specializing in wildlife rehabilitation or if staff are not available call a 24 hour veterinary clinic (e.g. Calgary North Veterinary Clinic).

**Remember your SAFETY comes first and should always be foremost in your mind.**

## ANN & SANDY CROSS CONSERVATION AREA (ASCCA) EMERGENCY RESPONSE PROCEDURES

### IN A LIFE THREATENING EMERGENCY, CONTACT 911!

Be prepared to answer the following questions:

#### Emergency Numbers

FIRE	911
AMBULANCE	911
RCMP	911
Poison Control	670-1414
Natural Gas	245-7222
FortisAlberta (report power outage)	310-9473 (toll free)
Fish and Wildlife	297-6423 or 652-8320
Report A Poacher	1-800-642-3800

#### What is the nature of the emergency?

- Injury, medical problem, fire, etc.

#### Can you provide additional details?

- Number and ages of persons injured
- Are the injured conscious or unconscious?
- What emergency procedures have been performed?
- Are any of the injured wearing medic alert bracelets?

#### What is the location of the incident?

The Ann & Sandy Cross Conservation Area

1. Belvedere House and Manager's Residence -194001 160 St W (rural fire number for Belvedere House parking lot);
  - The legal location for Belvedere House is NE Quarter of 17, Township 22 , Range 2 , West of the 5<sup>th</sup> Meridian (NE-17-22-2 W5M).
  - Lat and long: WGS 84 - N 50 degrees 52minutes 39.2 seconds; E 114 degrees 13 minutes 59.2 seconds
2. Habitat Manager's residence and cabin -144134 2219 Dr W (rural fire number location)
  - The legal location for Habitat Manager's residence and cabin is SE Quarter of 9, Township 22, Range 2, West of the 5<sup>th</sup> Meridian (SE-9-22-2 W5M)
  - Latitude and longitude: WGS 84 - N 50 degrees 51 minutes 07.2 seconds; E 114 degrees, 13 minutes 11.0 seconds
  - If on the land, provide legal land description or grid co-ordinates (see Emergency Map). Meet ambulance at location.

#### Who will meet the emergency crew and where?

- Upper parking lot at front door of Belvedere House OR Habitat Manager's Residence and Cabin
- Request ambulance with a 4 wheel drive

#### What phone number are you calling from?

- This information is important for call back. Check the phone for its number. N/A for radios.
- Also give the dispatch the Executive Director's phone number (403-931-3377 or 403-850-8938 cell) and Belvedere House (403-931-2042, 403-931-1042).
- Ask dispatch to call the Executive Director if you cannot reach her.

#### ADMINISTER FIRST AID

- In an emergency situation, your safety comes first. Follow emergency procedures and take the necessary steps involved to the best of your abilities. Always wear rubber gloves and protective equipment.

***Man is not  
himself only....  
He is all that he sees;  
all that flows to  
him from a  
thousand sources.....  
He is the land,  
the lift of its  
mountain lines,  
the reach of  
its valleys.***

**Mary Austin**

### **3. IN THE CASE OF NON-LIFE THREATENING EMERGENCIES**

- Emergencies should be supervised by the most senior person on the scene of the incident (referred to as "Incident Commander").
- If someone of higher seniority arrives at the scene, defer command to them and/or emergency personnel. Contact the Executive Director, Habitat Manager or Belvedere House staff immediately.

### **ORDER OF SENIORITY OF ASCCA PERSONNEL**

<u>Position</u>	<u>Name</u>	<u>Telephone Number</u>
Executive Director	Jacque Gilson	403-931-3377 or 403-931-3355 403-850-8938 (cell)
Habitat Manager	Reg Rempel	403-931-3111 or 403-931-7546 403-850-5935 (cell)
Belvedere House staff	Maureen Luchsinger Christina Keough Laura Griffin	403-931-2042 403-931-1042 403-931-2042
Area Stewards	Any	403-850-8939 (cell)

### **IF YOU ARE THE INCIDENT COMMANDER**

(After taking care of steps 1-3)

#### **4. CROWD CONTROL**

- Remove all visitors to a safe place ASAP. Have educational groups and visitors do a head count. If required, make use of bystanders, but make sure they report back to you.

#### **5. COMMUNICATION GUIDELINES**

- **Do not speak to the media under any circumstances!**
- Refer the media to the Executive Director.

#### **6. PROVIDE UPDATES**

- Keep the Executive Director and Belvedere House staff informed of actions being taken at the scene of the incident.

#### **7. DOCUMENT**

- Document everything as the incident unfolds. If possible, designate a scribe to record everything that takes place and dictate to them the steps that you have taken. Complete the Standard Emergency Report Form ASAP.

#### **8. INITIATE FOLLOW-UP PROCEDURES**

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## PLEASE REMEMBER THESE FOUR THINGS:

1. Once emergency crews arrive they will take over – assist them as requested.
2. We should act as reasonable persons would be expected to act.
3. Do not worsen a situation or condition.
4. Never make admissions of fault or liability.

## Media Contact

The Ann & Sandy Cross Conservation Area encourages cordial and cooperative relations with all media. Because of the potential impact a news or feature story could have, volunteers are asked to politely pass all questions or requests for comment to the Executive Director. The volunteer will politely inform any media personnel that he/she is not authorized to speak to the media and ask the reporter to contact the Executive Director.

## Handling Complaints

If you find yourself in a situation where a visitor is voicing a complaint, please follow these steps:

- Listen attentively. Most people just want to vent their frustration.
- Refer the individual to staff or the Executive Director.
- Do not defend or degrade the Area, or take sides.
- Write down the details of the complaint. Obtain the individual's name, phone number and address.
- Indicate that you understand the complaint. Inform the individual of your volunteer status and assure them you will inform Area staff.
- Thank the individual for bringing the concern to your attention. Assure them we will get back to them.
- Inform staff to ensure we do get back to them.

## Frequently Asked Questions and Answers

### **WHY ALL THE RULES? WHY NO DOGS, HORSES, SMOKING AND FIRES?**

When this land was donated by Ann and Sandy Cross, the Province placed it under the Wildlife Act as a Habitat Development Area. This legislation requires that all the rules must be enforced by the ASCCA and staff. Some rules were put in place as a means of protecting the Cross Conservation Area's wildlife and habitat.

### **WHY ARE THERE COMPANY LOGOS ON THE INTERPRETIVE SIGNS?**

The logos are in place because these companies have made significant contributions to the establishment and continuance of this area. These companies receive no special considerations regarding the use of the area resources, but the ASCCA could not have been preserved without their generosity.

We often get letters from children after their visit to the Area. Here are some quotes from the letters and some other comments from children when out on the trails:

***“I thought places like this only existed in heaven.”***

Along the area of the Aspen Trail where the trees are bent one child commented:

***“We are royalty and the trees are all bowing for us.”***

Another child said:

***“It is nature giving you a big hug.”***

#### **WHY CAN'T I TAKE THE FALLEN ANTLERS, OR FLOWERS, LEAVES AND FUNGI?**

The fallen antlers that may seem like a natural 'litter' are a very important part of the ecosystem. They provide shelter for small organisms that live under them, they nourish the soil as they decompose and they provide minerals and nutrients to rodents and other small animals. Similar arguments apply for other organisms (e.g., flowers need to remain to provide seeds and reproduce, they provide food and are essential to the ecosystem). If you removed these things, nothing else could use them.

#### **IS THE AREA OPEN TO ANYONE AT ANY TIME?**

The Area is free and open to the public between 4 a.m. and 11 p.m., but we manage human use of the Area through 'entry by appointment only'. Please go online to [www.crossconservation.org](http://www.crossconservation.org) to register prior to visiting the Area so that we can monitor the number of visitors and their impact on the environment. The Area is dedicated to protecting habitat and providing space for native wildlife, and offering conservation education programs without jeopardizing wildlife and habitat. Individuals/families are not our target audience. Rather than turning people away, we insist that they book ahead, register at the kiosk, and follow the rules of the Area.

#### **WHY DID WE NOT SEE ANY ANIMALS ON OUR WALK?**

Large mammals such as deer, elk and coyotes are wild here. No one feeds them. They are also hunted in this general area outside the Cross Conservation Area. They act the way such animals are supposed to act - avoiding humans. If you are patient and quiet, you may be rewarded by sighting some of these animals.

#### **WHY CAN WE NOT FEED THE BIRDS/ANIMALS?**

Animals are unpredictable and may attack when you feed (or stop feeding) them. Even deer have sharp hooves that can cause a lot of damage. If we fed animals, they would become dependent on it, or reproduce more than the habitat can support.

**Thank you for your time  
and commitment to the  
Ann & Sandy Cross Conservation  
Area!**

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# APPENDIX

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# Volunteer Job Descriptions

## Area Stewards

**PURPOSE:** To provide a presence on the land on a regular basis by hiking designated trails and recording plant and animal sightings, (i.e., to be Ann & Sandy Cross Conservation Area's eyes and ears). To provide assistance and information about the Area to visitors, (i.e., for good public relations).

### **JOB RESPONSIBILITIES:**

- Hike on the Area on a scheduled basis.
- To provide information and assistance to visitors.
- Provide Cross Conservation Area with observations on plants and wildlife. As per knowledge. (Some training and books are available).
- Record sightings on forms provided.

### **THIS POSITION WILL OFFER YOU:**

- The opportunity to enjoy the Area while hiking and learning more about native flora and fauna.
- A chance to meet community members and others interested in conservation.
- An opportunity to share information about the Area with other visitors.
- Regular exercise.
- Enhancing your interpersonal skills through experience and training.
- Information sessions at the Area.

### **AN INTERESTED CANDIDATE WILL HAVE:**

- The appropriate physical ability and enjoy being outside.
- The appropriate time available.
- Interest in the area and in conservation and protection of natural areas.
- Interpersonal communication skills.

### **EDUCATION PROVIDED:**

- Orientation presentation.
- Formal training session.
- Informal communications sessions and updates.
- Various education workshops offered on site.

### **COMMITMENT REQUIRED:**

- Eight shifts per year.
- Steward patrols are at set times for 3 hours per shift.
- Volunteers can schedule times most suitable to them.
- Police reference check required.
- Attendance at one training session per year.

**Supervisor:** Volunteer Coordinator at 403-931-1042

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# Volunteer Job Descriptions

## Conservation Educator

**PURPOSE:** As a conservation educator you offer quality experiential educational opportunities for school groups, in conservation issues and natural history. You assist youth, teachers and adults to gain a better understanding of the importance of natural areas for today and the future.

### **JOB RESPONSIBILITIES:**

- Lead education programs and interpretive hikes of 3-5 km in length in the Area for school groups.
- Assist in setting up Belvedere House for groups.
- Provide orientation talks for groups.
- Provide Safety / First Aid during school programs.
- Assist in evaluation of existing programs and creation of new ones.

### **THIS POSITION WILL OFFER YOU:**

- Experience in leading guided walks outdoors for people of all ages.
- The opportunity to enhance interpersonal skills.
- The opportunity to enjoy and learn more about nature with others.
- Satisfaction of contributing to conservation.

### **AN INTERESTED CANDIDATE WILL HAVE:**

- Physical ability to hike 3 – 5 km. on rolling terrain.
- Ability to work independently.
- Willingness to endorse the Area's objectives and philosophy
- Excellent interpersonal and communication skills.
- Some knowledge of natural history and an interest in learning more.
- Current First Aid or willingness to certify.
- Creativity and boundless enthusiasm.

### **EDUCATION PROVIDED:**

- Orientation presentation.
- Formal training sessions, oriented towards the programs offered and working with children of all ages.
- Informal coaching sessions.
- Ongoing Workshops.
- Informal information sessions.

### **COMMITMENT REQUIRED:**

- Minimum 3 days per month, 6 hours per day. More if possible. Varies by season
- Police reference check.
- Attendance at training sessions

**SUPERVISOR:** Education Coordinator at 403-931-2042

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# Volunteer Job Descriptions

## Special Projects

### **Purpose:**

Special projects will require volunteers to assist the ASCCA on tasks that need work by a team, usually for a short-term. These jobs could not be completed without the additional people and skills that volunteers can provide.

### **Job responsibilities (might include):**

- Landscaping/gardening
- Trail clearing and maintenance
- Fence removal/putting up new fencing
- Area and building maintenance
- Other projects

### **This position will offer you:**

- The opportunity to make a contribution to improving and maintaining the Cross Conservation Area, and see immediate results.
- A chance to meet others with similar interests.
- Exercise!
- The opportunity to enhance existing skills and learn new skills.

### **An interested candidate will have:**

- The appropriate physical ability and manual skills.
- The appropriate time available.
- The ability to work with others.
- Interest in the area and in conservation.

### **Education provided:**

- Orientation to the area.
- Usually “on-the job”!
- Opportunity to attend various education workshops offered on site.

### **Committment required:**

- Most work is done on prearranged days, weather permitting.
- Mid-level screening and police reference check required.
- Attendance is required at training sessions as outlined on page 12.

### **Coordinator:**

Reg Rempel, Habitat Manager, 403-931-3111 –or– Volunteer Coordinator, 403-931-1042.

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# Volunteer Job Descriptions

## Communications/Public Relations

### **PURPOSE:**

Communicating the objectives and guiding principles of the Area to various stakeholders, increasing awareness of the Area and our revived brand, and increasing two-way communication with stakeholders.

### **JOB RESPONSIBILITIES:**

- Guided by the details within the Communications Plan.
- Assist in the promotion of new website features to stakeholders and in the planning, set-up and delivery of special events for stakeholders.
- Participate in the implementation of communications campaigns, through projects such as e-newsletters, display development, and media article messages.
- Communicate effectively with the public.
- Research, write, and layout articles for brochures and e-newsletters or local newspapers.

### **THIS POSITION WILL OFFER YOU:**

- Hands on experience in public relations and communications projects.
- The opportunity to meet community members and others interested in conservation and public relations.
- Exposure to the community through contact with the public.
- Opportunity to enhance interpersonal skills.

### **AN INTERESTED CANDIDATE WILL HAVE:**

- Some previous experience in this subject.
- Good communication skills (both written and verbal).
- Enthusiasm, creativity and interest in the Area.
- 

### **EDUCATION PROVIDED:**

- Orientation presentation.
- Informal communications sessions.
- Various education workshops offered on site.
- Potential to participate in training sessions for InDesign, Photoshop and Illustrator.

### **COMMITMENT REQUIRED:**

- Flexible time commitment. May have to attend regular meetings with other committee members. Details to be worked out in initial meetings.

**SUPERVISOR:** Volunteer Coordinator at 403-931-1042

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# Volunteer Job Descriptions

## Office / Administration

### **Purpose:**

To perform various tasks in the office that will help ASCCA staff. Many tasks require a large amount of time if completed by one person but are completed quickly with more people involved.

### **Job responsibilities:**

- Filing
- Mailouts
- Database input
- Various other tasks

### **This position will offer you:**

- Skills work with various computer programs.
- A wide variety of projects.
- A chance to meet others.
- Sedentary tasks for people with limitations.

### **An interested candidate will have:**

- Manual dexterity.
- Interpersonal communication skills.
- Some typing skills.
- Appropriate time available.

### **Education provided:**

- Orientation presentation.
- On-the-job training.
- Various education workshops offered on site.

### **Commitment required:**

- Commitment is on an as needed basis.
- Low-level screening and police reference check required.
- Attendance is required at training sessions as outlined on page 12.

### **Supervisor:**

Volunteer Coordinator at 931-1042.

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# Common Flora and Fauna to the Area

The following list is by no means comprehensive and will continue to grow and change throughout the years. A more complete list can be obtained in the volunteer area. We can use your help in expanding our list and mapping the location of rare sightings. Please use the map/sightings list provided when you encounter something noteworthy on your hikes on the Cross Conservation Area. Please feel free to use identification books available in our resource library.

(M) Migratory: animals present only seasonally, usually summer residents.

## Plants

Rough fescue	Awned Wheatgrass	Parry Oatgrass
Columbia Needlegrass	Western Wheatgrass	Common Sweetgrass
Speargrass	Slender Arrowgrass	Alpine Bluegrass
Common Yarrow	Nodding Onion	Death Camus
Canada Anemone	Cut-leaved Anemone	Prairie Crocus
Pasture & Prairie Sage	Asters sp.	Fleabane sp.
Harebell	Indian Paintbrush	Purple Clematis
Tall Delphinium	Shooting Star	Fireweed
Strawberry	Gaillardia	Bedstraw
Geranium sp.	Avens	Western Wood Lily
Wild flax	Silky Lupine	Bergamot
Loco-weed	Solomon's Seal	Violets sp.
White Spruce	Balsam Poplar	Trembling Aspen
Wild Rose	Saskatoon	Buckbrush
Raspberry	Willow sp.	Dogwood

## Mammals

Canada Beaver	Coyote	White-tailed Deer
Mule Deer	Richardson Ground Squirrel	Elk
Northern Pocket Gopher	Red Squirrel	Moose
Long-tailed Weasel	Porcupine	Chipmunk
Short-tailed Weasel	Red Fox	Shrew sp.

## Birds

Red Tailed Hawk (M)	Northern Goshawk (M)	Northern Flicker
Canada Goose (M)	Mallard (M)	Wood Duck (M)
Ruffed Grouse	Sapsuckers (M)	Pileated Woodpecker
Eastern Kingbird (M)	Eastern Phoebe (M)	Dark Eyed Junco (M)
Swallows (Barn & Tree)	Northern Oriole (M)	Chickadee
Rocky Mountain Bluebird (M)	American Robin (M)	Raven
Red Winged Blackbird (M)	Cedar Waxwing(M)	Vireos (M)
Swainson's Thrush (M)	American Goldfinch (M)	Sparrow spp.
Brownheaded Cowbird (M)	Rose Breasted Grosbeak (M)	Flycatchers (Least & Alder)

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## Resources Available to Volunteers

These resources are available in the Resources center at Belverdere House. Volunteers are welcome to sign-out books and videotapes for short durations.

ASCCA History

Area Plant Information

Area Wildlife Information

Conservation Education Resources

Ecosystem Management

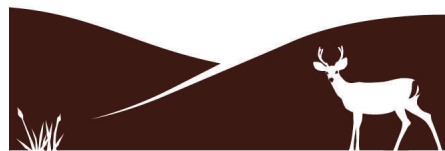
Research Reports

### **Ann & Sandy Cross Conservation Area Website**

[www.crossconservation.org](http://www.crossconservation.org)

The ASCCA website has a variety of information about the Cross Conservation Area's history, plants, wildlife, programs and events. The site includes many links to other conservation organizations.

ANN & SANDY  
CROSS



CONSERVATION AREA

**Ann and Sandy Cross Conservation Area**

Site 23 Comp 20 RR 8  
Calgary, Alberta  
T2J 2T9

t: (403) 931-1042  
f: (403) 931-1045  
e: [info@crossconservation.org](mailto:info@crossconservation.org)

[www.crossconservation.org](http://www.crossconservation.org)