Often during the busiest times, we wish that there were a few more hands around to help with some of the tasks or chores that need done. Volunteers might be the answer to your needs. However, efficient and effective volunteers do not just fall from the sky. It takes planning and management to have volunteers that do not consume all of your time, and who stay consistent with your goals and mission.

First you must understand why people volunteer. Some want to help build a better community; others want to give something back to their community. Recognition is what drives some; others want to have the feeling that they have personally achieved a task, or have perhaps brought about social change. Yet others volunteer just because someone asked them to, or to help out a friend, or show support for a given cause. In the end it doesn't matter if they meet the goals that they have for themselves and the organization.

On the other side, volunteer complaints include: not being called back, not being available at the needed time, not being given anything to do when they show up, feeling “in the way,” being forced to fund-raise only, never being thanked, and not receiving enough guidance.

You need to manage your volunteers so that they don’t have these thoughts.

Designing a work plan for volunteers’ needs to be done carefully and with some forethought. Simply allowing people to do what they please will not only frustrate you to the “doing it yourself would be easier” mentality, but also people will begin to shy away from helping productively.

There are countless places and organizations for people to volunteer their time. You want to make each volunteer experience as positive as possible, so people will return time after time to lend a hand. To help make your volunteers’ experiences a success, give them clear, concise and meaningful work. Explain your expectations and provide them with the proper training and tools to do the job. Have a training day to show volunteers what you want and how you want it done. Do not give them work that you would not do yourself. Be organized and prepared. Nothing will kill the passion of a volunteer faster than if they arrive and find staff ill prepared for the event. This is a bit like having a friend ask you to help them move, and when you show up to help, you end up packing boxes before you call load them into the truck.

Have job descriptions and always have a to-do list for volunteers. Job descriptions help you and the volunteer better understand what you want them to do. Having a to-do list will help you answer quickly that unexpected call asking “Is there something I can do to help?” You always want to have a task for this volunteer, saying “no” will only delay the question in the future.

Give volunteers meaningful work that can be accomplished in the time that they have. Do not give them more than they can handle. Know your volunteers and their abilities. If they have one hour a week to volunteer, do not give them 10 hours of work and expect them to complete it. Allow them to complete a job and then express your appreciation for the work they completed.

Communicate with your volunteers. Do not limit communications to only what needs to be done and always say “thanks.” Always be timely and return calls or e-mails.

Another great way to recognize volunteers is by feeding them. During a workday serve lunch, or have a recognition dinner for them at the end of the year or season. Communication needs to be a two-way street. Volunteers should feel free to talk to...
MIGHT BE THE KEY

BY JEFF FOWLER

you about what they think needs done as well. Consider forming a volunteer council and giving them an avenue to not only communicate with you, but with each other.

Do not let it be said that a volunteer is forever and can not be "fired." If you have outlined a job description and the mission of your organization and tried to work with a person who continues to work independently of you and others, it is your responsibility to ask them to find another organization to volunteer for. Remember you should make it a privilege to volunteer for your organization not a right.

Volunteers can be used not only to do many of the tasks that you cannot get done, but also to assist with many of the everyday tasks that need completed. For example, teach your coaches and managers to drag the infield the proper way and tarp homeplate and the pitcher's mound every night after practice or a game. Show volunteers the correct method to repair clay in batters boxes and mounds so that they can help maintain those areas regularly.

If you follow these basic steps when working with volunteers, you will not only accomplish more work but, you will have people taking personal pride in your facility and helping in ways that you never thought possible. If people see that they will be a valuable addition and feel like their time and talents are appreciated, volunteers will become a priceless commodity around your facility.

Jeff Fowler, a SPORTSTURF Editorial Advisory Board member, is an extension agent for Penn State, and co-owner of Grass Stains Productions. He can be reached at jtf2@psu.edu.

Introducing Game-On
Sports Field Conditioner

dramatically improves turf and skinned infield performance
unique ceramic pore structure provides high absorption and durability
reduces compaction of hard clay and soil
increases soil porosity and drainage

Available bagged or bulk

hayditegame-on.com
1-888-593-0395

if your passionate about performance, game-on is your ticket to success

http://www.sportsturfmanager.com • STMA
During 2002 Rathje tried a few tricks to defeat the pigeons. "First, we tried using treated corn," he says. The kernels contain a substance that is supposed to annoy the pigeons by disrupting their equilibrium. The effect, if any, was undetectable. Next, Rathje and his crew tried applying a sticky gel on the trusses to discourage landing. But, says Rathje, there were too many trusses and beams to get sufficient coverage. They tried plastic owls to bother the birds to no avail.

In spring 2003, Rathje investigated a sonic device for deterring birds manufactured by Chicago-based Bird-X, Inc. Bird-X in turn referred Rathje to a bird-deterrence consultant, Kevin Connelly, of Premier Pest Elimination. "Food service and pigeon excrement don’t mix," Connelly says bluntly. "Health issues abound. "When 40,000 fans come to an outdoor venue and you have bird droppings, the probability rises geometrically that someone will be affected by contaminants," he says. Also, he adds, the cost of cleaning up resistive bird residue on the seats and in the stands before and after each game is considerable.

Connelly met on-site and explained the options, including installing extensive netting in Wrigley Field’s vast superstructure to restrain the birds from roosting. This would require much longer than 2 weeks to install properly. Even more to the point, it would break Rathje’s budget.

Rathje preferred Connelly’s other proposal: installing ultrasonic devices to get the most bang for Wrigley Field’s buck, and the most coverage considering the expanses to be protected. The two men worked out a plan to install seven Bird-X Ultrason X units and seven Super BirdXPeller PRO units in the trusses under the upper deck and in the lower deck corners.

"The double whammy on the birds was deliberate and logical," Bird-X president Ron Schwartz explains. "The area to control was large enough to require several sonic units. We selected two different types of units to produce greater variety of sound. This would provide immediate results while helping prevent long-term acclimation, since birds don’t like surprises and unpredictable changes."

The Ultrason X product uses ultrasonic sound waves to repel birds and other nuisance critters. The basic technology isn’t new; Bird-X incorporated it into its product line 40 years ago to deter birds in enclosed areas like warehouses and

![Image of field maintenance equipment](http://www.greenmediaonline.com)
loading docks, where walls and roofs could magnify the impact of the sound. In a recent breakthrough, Ultrason X is the first device to take ultrasonic sound OUT of doors.

The second type of deterrence device, Super BirdXPeller PRO, pushes the sound much farther and is ideal for large, open areas. It works on the bird's psychological state, as Ron Schwarz explains: "The machine incorporates the birds' own distress calls to repel the 'usual suspects'—pigeons, sparrows, starlings and other common pests. Then we added the sounds of two predators, knowing that these cries would scare all birds universally." For maximum effect, the Super BirdXPeller is programmable to produce random timing, volume and frequency.

The big day came in late May 2003. When the Bird-X units were turned on, "The birds flapped out," Rathje says. "About 90 percent of the birds left for good," says Connelly. It wasn't a total elimination, but it forced the bird problem to fall within an acceptable tolerance range. That was the goal.

Connelly says, noting that realistic expectations and budgetary constraints are always factors in choosing solutions for large facilities.

"We're changing the habits of an animal," Connelly says. And sometimes that involves reasonable compromise. For example, the sonic equipment at Wrigley Field is turned off during home games because it was felt that the audible portion of the sound would disturb the fans. Consequently, some pigeons return while the units are turned off. Immediately after the game, the units are turned on again, to good effect. It's a compromise that works for Wrigley Field.

From the professional's point of view, bird deterrence pays for itself rapidly in reduced clean-up costs; but, says Connelly, the benefits of bird control go far beyond economics and into intellectual values of improved aesthetics, environmental safety and positive public relations. You can't put a price on those.

This article was supplied by Bird-X Inc., www.bird-x.com.
### INFIELD RAKE

Midwest Rake’s Double Play model is two tools in one. The short triangular tooth loosens up compacted soils and the longer tooth rakes and levels infield surfaces. Comes with strong wrap around bracing and a 66-in.

Midwest Rake/800-815-7253
For information, circle 100 or see www.oners.ims.ca/2908-100

### WIND, PRIVACY SCREENS

CoverSports USA’s FenceMate wind and privacy screen helps control wind, provides a neutral background for improved visibility, and discourages unwanted onlookers. Order specific size, color, and grommets, even customize air vents, wind flaps, or colors.

CoverSports USA/800-445-6680
For information, circle 101 or see www.oners.ims.ca/2908-101

### NETTING & SCREENS

Manufacturers and suppliers of netting & screens for athletic fields:

<table>
<thead>
<tr>
<th>Company</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Athletic</td>
<td>800-247-3978</td>
</tr>
<tr>
<td>Beacon Ballfields</td>
<td>800-747-5995</td>
</tr>
<tr>
<td>BP International</td>
<td>800-767-2265</td>
</tr>
<tr>
<td>BSN Sports</td>
<td>800-527-7610</td>
</tr>
<tr>
<td>C &amp; H Baseball</td>
<td>800-248-5192</td>
</tr>
<tr>
<td>Colorado Lining</td>
<td>888-546-4641</td>
</tr>
<tr>
<td>Covermaster</td>
<td>800-387-5808</td>
</tr>
<tr>
<td>Coversports USA</td>
<td>800-445-6680</td>
</tr>
<tr>
<td>Douglas Sports Nets</td>
<td>800-553-8907</td>
</tr>
<tr>
<td>National Batting Cages</td>
<td>800-547-8800</td>
</tr>
<tr>
<td>Netex Netting Canada</td>
<td>800-936-6388</td>
</tr>
<tr>
<td>Omni Sports</td>
<td>800-529-6664</td>
</tr>
<tr>
<td>Partac/Beam Clay</td>
<td>800-247-2326</td>
</tr>
<tr>
<td>Pioneer Manufacturing</td>
<td>800-677-1500</td>
</tr>
<tr>
<td>Porter Athletic Equipment</td>
<td>800-947-6783</td>
</tr>
<tr>
<td>Promats</td>
<td>800-678-6297</td>
</tr>
<tr>
<td>Turbo Link Int'l</td>
<td>800-958-8796</td>
</tr>
<tr>
<td>West Coast Netting</td>
<td>800-854-5741</td>
</tr>
<tr>
<td>World Class</td>
<td></td>
</tr>
<tr>
<td>Athletic Surfaces</td>
<td>800-748-9649</td>
</tr>
</tbody>
</table>

---

**From the Texas sun to the Pennsylvania snow ...**

A-Turf provides consistent playability and superior durability natural grass can’t, and many other synthetic turfs don’t. Visit our web site or give us a call to learn more.

ATURF

(above left) Southern Methodist University, Dallas, TX
(above right) PIAA AAA State Championship game at HersheyPark Stadium, Hershey, PA

www.aturf.com • 888-777-6910

**A TURF**

**Athletic Surfacing ... Synthetic Technology**

**A DIVISION OF SURFACE AMERICA**

---

**For full details of the SISIS range and your local dealer please contact:**

SISIS INC., PO Box 537, Sandy Springs, SC29677
Phone: (864) 843 5972 Fax: (864) 843 5974 Email: lidc@sisis.com

---

SPORTSTURF • http://www.greenmediaonline.com
FIELD COVERS AND MORE
BP International, Inc. (BPI) manufactures custom padding, protective screens, fabric shade structures, and turf protectors and field covers. Protectors are DuraScreen 80 percent, a vinyl-coated polyester available in several colors. Field covers are 6 oz. woven polyethylene in custom and standard sizes, in almost any color.
BP International/800-767-2255
For information, circle 108 or see www.oners.ims.ca/2908-108

DELIVER FUEL SAFELY
GoatThroatTM pumps are small, versatile pumps that safely deliver fuel to trimmers, mowers, leaf blowers, any power tool, on your turf. The TM Gas System features a CARB 5-gal. tank, a hand pump with Viton seals, a special gas can adapter, and a remote dispensing tap with a 5-in. hose.
GoatThroat/646-486-3636
For information, circle 110 or see www.oners.ims.ca/2908-110

The most important games in the world depend on one supplier for sports field solutions.

We built a reputation as the reliable manufacturer of premium quality field paints and custom stencils. Our super concentrate bulk and aerosol paints are brighter, last longer and are kinder to turf.

1-800-748-9649 or info@wrldclass.com

For all your painting and equipment needs, World Class is the only name you need to know.

- Premium Field Paints
- Bulk and Aerosol
- Turf Colorants
- Graco and Trusco Stripers

- Graphic and Logo Stencils
- Field Numbers
- Hash Markers
- Sports Field Layout Systems
- Sports Field Accessories

- Field Covers and Windscreens
- Cooling Systems
Profile Products LLC introduces TurfAce Athletics, a new program that offers customers a single-source of agronomic expertise, products, new technology, and on-site service.

"As a trusted partner in the athletic industry, we want to help our customers achieve their goals and have long-term success," says John Schoch, president. "TurfAce Athletics is just one of the many programs we offer to help our customers thrive."

Profile Products LLC/800-207-6455
For information, circle 111 or see www.oners.ims.ca/2908-111

Shindaiwa has available three new branded safety glasses. The eyewear is sold in 12 packs and includes a colorful Shindaiwa POP display carton. Customers can choose between blue mirror, smoke, and clear lenses. See Shindaiwa distributor.

Shindaiwa, Inc/800-521-7733
For information, circle 112 or see www.oners.ims.ca/2908-112

AerWay® Groundhog for Sports Fields

It’s about Time... YOUR TIME!

Sports turf experts agree, regular aeration is the one thing that will immediately improve turf health and vigor, reduce fertilizer costs and optimize the use of valuable water.

The all new AerWay® Groundhog allows you to aerate a sports field in less than 1 hour, and play right away.

Minimum Time - Maximum Benefit
- for a SAFE and PLAYABLE field

for further information call 1-800-457-8310

www.aerway.com email: aerway@aerway.com

Pioneer

"The Striping People"

CHECK OUT THIS STRIPER

- Standard Honda Gasoline Engine
- Adjustable 4 position handle
- Standard Piston Compressor
- Standard 12 Gallon Stainless Steel Tank
- Standard 2-Head Sprayer

Introducing the PROFESSIONAL SERIES MODEL 1600

Brite Striper 1600

Call Toll-Free 1-800-877-1500
www.pioneer-mfg.com

Circle 154 on card or www.oners.ims.ca/2908-154

Circle 182 on card or www.oners.ims.ca/2908-182
COVER ROCKS
Replications Unlimited is introducing URESTONE, a new line of artificial rocks to hide or cover irrigation valves, telephone and cable boxes, electrical transformers, well vents and many other similar items. There are 12 rocks in the series that can accommodate commercial cover rock functions. Replications Unlimited 314-524-2040 x102 For information, circle 102 or see www.oners.ims.ca/2908-102

PET FOUNTAIN
This option from Most Dependable Fountains attracts park users. Comes in nine colors and is option on Model 400 series fountains. Other options available to customize your fountains. Most Dependable Fountain 800-552-6331 For information, circle 106 or see www.oners.ims.ca/2908-106

HAND TOOLS
V & B has more than 100 tool options for size, application, and pricing. The newest tools, shown here, include single and double bit axes, camping axes, Pulaski axes, and splitting mauls, 6-8 lbs. All are available with hickory or fiberglass handles. V & B Mfg Co./800-443-1987 For information, circle 107 or see www.oners.ims.ca/2908-107

WHY SETTLE FOR SECOND BEST!
AERA-VATOR®
BY FIRST PRODUCTS INC

“Seeing is believing”
Call for a free video

The First Products AERA-VATOR® uses a “patented” vibrating action to loosen and break up hard and compacted soils in the root zone, without destroying existing turf on the surface. The AERA-VATOR® has a unique swing hitch that allows the operator to turn around objects without tearing the turf. The rear roller can be pinned to control line depth up to 3 3/4 inches deep. The AERA-VATOR® comes in several models ranging from 40” to 80” wide. The unit also comes with optional seed box for over seeding or primary seeding.

CYGNET TURF travels the country stripping and installing sportsfields with its patented equipment. In addition, we’ve also supplied the following teams with our sand-based sports turf:

- CHICAGO BEARS PRACTICE FACILITY
- MINNESOTA VIKINGS PRACTICE FACILITY
- INDIANAPOLIS COLTS PRACTICE FACILITY
- ST. LOUIS RAMS PRACTICE FACILITY
- BALTIMORE RAVENS PRACTICE FACILITY
- SOLDIER FIELD
- KANSAS CITY ROYALS
- CLEVELAND BROWNS
- TOLEDO MUD HENS
- CINCINNATI BENGALS

Our patented machines carry the rolls, turn them at ground speed, and install down a controllable slide for tighter seams. NO ONE ELSE CAN MAKE THIS CLAIM. U.S. Pat. #5,215,248 & 5,307,880

So whether it’s your turf or ours, call CYGNET TURF when it’s time to install!

Welcome to San Diego all STMA Members

Phone: (419) 354-1112
Farm: (419) 655-2020
Fax: (419) 352-1244

http://www.sportsturfmanager.com • STMA

Circle 152 on card or www.oners.ims.ca/2908-152

Circle 128 on card or www.oners.ims.ca/2908-128

SPORTSTURF 47
WEATHER HELP

Hundreds of stadiums and sports teams count on Meteorlogix to protect patrons and anticipate weather-related delays with MxVision WeatherSentry Turf Edition. The system provides high-res radar with storm tracking capabilities and allows facility managers to anticipate the intensity and time of arrival of approaching storms. Customized alerts for watches, warnings, advisories, and individualized weather parameters can also be delivered via email, pager, or cell phone.

Meteorlogix/800-610-9777
For information, circle 118 or see www.oners.ins.ca/2908-118

FERTIGATION

Turf Feeding Systems is the leader in golf and landscape fertigation systems - Worldwide

Model 500 - Landscape
Enclosed locked injector shown
Manage Color & Growth
Reduce Labor
Improve turf quality
Recover Damaged Turf FAST

Six Models - Ten Capacities - 3-50 acres
Call Today (800) 728-4504
Turf Feeding Systems, Inc.
WWW.TURFFEEDING.COM

Because their definition of "playable" will never be the same as yours.

Most sport facilities are often faced with very short periods of time between sport seasons to get their fields "playable".

Typar® Turf Blankets will enhance germination and root growth, allowing for earlier usage and greater survival through seasons.

Call 800-455-3392
**SAFE moves forward**

At the STMA Annual Meeting in San Diego, CA, on January 24, 2004, SAFE Chair, Mike Schiller, CSFM, reported on the SAFE Board of Trustees. He noted the Board consists of three STMA Board Members, three representatives of SAFE major contributors, three individuals in other sports turf related positions, and Executive Director, Steve Trusty. The 2003 Board consisted of Boyd Montgomery, CSFM; Dr. Tony Koski, and Monty Montague from the STMA Board; Tom Lynn of Jacobsen; Mike Scaletta of John Deere, and Dale Getz, CSFM, of the Toro Company, representing SAFE contributors; and Bob Curvy of Covermaster, and Greg Petry of the Waukegan Park District, as well as himself, from the other group, and Trusty. Leaving the Board in January, at the end of their three-year terms of service were Monty Montague and Tom Lynn. Dr. Koski, who had completed his term on the STMA Board, was no longer eligible as an STMA Board representative, so was also leaving the SAFE Board. Chair Schiller thanked them for their service to SAFE.

Schiller said, “On behalf of SAFE, myself, and the other SAFE Nominating Committee members: STMA nominating Committee Chair Murray Cook, STMA President Bob Campbell, CSFM, and STMA Executive Director Steve Trusty, I place the following individuals into nomination to the SAFE Board of Trustees to be voted on by the corporate members: STMA: George Trivett, CSFM, and Lance Tibbetts, as representatives from the STMA Board, Trivett to be voted upon for a three-year term, and Tibbetts to be appointed to fulfill the remaining year of the three-year term in the position vacated by Koski, and Joe Zvanut of Jacobsen as a representative of the contributors for a three-year term, and Mike Schiller, CSFM, for another three year term as a representative in the ‘other’ category.” Schiller called for a motion to accept the SAFE Board of Trustees as put forward and asked that they be elected by acclamation. Eric Adkins so moved. Monty Montague seconded the motion. The motion carried.

As the first action of the 2004 Board, Schiller noted that SAFE will accept any donation and urged all to get involved in giving. The major thrust for 2004 will be seeking greater funding for sports specific research, finalizing the research criteria and beginning assessment of research projects for funding.

Schiller reported that SAFE was off to a good start in 2004 and accepted a $500 donation to SAFE presented by Darian Daily on behalf of the Ohio Chapter.

He thanked Jacobsen for their funding of the SAFE Golf Tournament, held in conjunction with the STMA annual conference, for the last three years. He reported that this year’s participants had a great time playing the beautiful La Costa course and the 2004 Tournament netted over $11,000 for SAFE.

He also reported that, in the area of scholarships, SAFE is doing well. Toro has established scholarships at the undergraduate and graduate levels in the name of Dr. Jim Watson. The silent and live auction and raffle funding have gone to the scholarship fund as well. He thanked Florida Chapter President and award-winning auctioneer, Tom Curran, for all his efforts and noted that the live auction raised $3,600 and the silent auction $4,200. He also thanked George Toma who willingly gave the shirt off his back for SAFE during the live auction.

Schiller noted that funding for SAFE will help support research for better science, technology and equipment. And it will support the education and training of sports turf managers and aspiring sports turf managers. Most importantly, your donation will help provide the best sports surfaces for all levels of play.

A safe, playable field is the strong foundation of any game. Working together, we can build the SAFE Foundation into a strong resource for sports turf managers around the world. Contact Steve Trusty (Steve@stomhcoxmail.com) for information on making contributions to — or receiving research endorsements from — the SAFE Foundation.

---

**SAFE**

The Right
PEOPLE
The Right
PRODUCTS
The Right
STUFF

**TIRE SEALANT**

Rotary's tire sealant is a non-flammable product that prevents flats on a variety of vehicles. It has lubrication for easier tire removal, sealer for reducing air loss, and rust prevention for rims.

Rotary Corp./800-841-3989
For information, circle 103 or see www.oners.lms.ca/2908-103

**TIRE PLUGGER**

This tire repair kit can be used on the spot for any tubeless tire. Features spring-loaded gun that drives a plug into the hole; the plug’s shaft expands under pressure to fill puncture, and its head seats on the inner wall to prevent leaks.

Step & Go International/800-747-0238
For information, circle 104 or see www.oners.lms.ca/2908-104

**HAND REPAIR**

Rough Hand repair ointment for severe dryness is odorless and acts fast. Dab the size of a lemon seed is all that's needed per application. Not greasy and is hardly noticeable, says the maker.

Rough Hand Repair, Inc 760-375-2408
For information, circle 105 or see www.oners.lms.ca/2908-105

---

“ONE STOP SHOP”

Horizon is a “one stop shop” supplier for athletic field managers, with an inventory of the chemical, fertilizer, irrigation, equipment, and specialty products you need to build and maintain a winning playing field. Horizon has 36 stores in 8 western states, an extensive delivery network, and dedicated team of sales consultants.

Horizon/800-PVC-TURF
For information, circle 120 or see www.oners.lms.ca/2908-120

---

http://www.sportsturfmanager.com • STMA