

VOL 27, NO 4

April 2019

Fellow guides,

How much creativity do you use as a tour guide? Are you "bringing it" to your visitors?

We all want to present the facts and important information to our guests and be as accurate as possible. While we are being intellectual, we also need to consider the emotional connection that needs to be made. There is actually a larger truth behind any statement of fact. Don't we really want to discover the meaning behind the places, landscapes, history and objects? Let's provoke the visitor to continued consideration of what we present.

When you prepare your presentation/tour, do you ever ask yourself, "So what?" Why is your tour important, why is what you're saying relevant, and what are you trying to get the audience to respond to? Why does any of this matter?

Consider the tangibles, the intangibles, and the universals. These are all very important elements in your presentation. Do not over emphasize exact dates but find relations to time periods that have universal meaning. Do not cover the facts but uncover the story.

Knowing your material is imperative. You should know as much as possible, not to necessarily present it, but to have it if you need to call it up. And you should present balanced information. The more you know, the better you will be at offering that special aspect that will interest your audience.

Put your creativity to work and be effective doing it. Create POETRY. This would be your model to being an effective guide: Purpose, Organized, Enjoyable, Thematic, Relevant. You make the difference. Find that creative side of you and make your tour something that will bring people back for more. ----- Sherry Moon, President, RMGA



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FROM THE EDITOR

Deadline for submissions for the May 2019 *Guide Line* is **Monday, April 22, 3:00 PM.** Please note that this is an earlier-than-usual deadline due to my lack of availability at the end of April.

Future contributions should be emailed to *Guide Line* editor Eileen Pearl at rmgaeditor@rockymountaintourguides.com. If anyone has photos to share, please send them along with either a short description or names.

COLORADO TRIVIA

Spring is here and more and more we will be heading outside, to this beautiful state, to celebrate the season. Here are some Q&A about the outdoors.

1. How long is Grand Lake?
2. Where is the largest petrified tree stump ever found?
3. Ecologically, how many life zones exist in Colorado's high plains to the high mountain peaks?
4. What is the meaning of the Ute word *uncompahgre*?
5. What are chiming bells and blue mustards?
6. What do we call the level, almost treeless areas that are surrounded by Mountains?
7. What is the actual name of the mammal called a "whistle pig?"

Answers are located on Page 12.

COMMITTEE UPDATES

Public Relations

Submitted by Tom Jensen

At the March Board of Directors meeting the Board approved the new member recruitment rack card designed by Sherry Moon. This card will be given to non-member guides to tell them the benefits of being a member of RMGA. Current members will be able to get a supply to hand-out as they meet guides. Watch for it!

A mission of the Rocky Mountain Guides Association (RMGA) is to promote the public awareness of the profession of tour guiding, tour management and tour directing. RMGA publicizes the services offered by RMGA members in the following publications or websites:

Tour Colorado

Tour Colorado Planning Guide

Colorado.Com

Visit Denver

National Federation of Tourist Guide Associations-USA (NFTGA)

Visit Colorado Springs

The contact information for all these sites has been updated with current contact information. Leads received from these listings are sent to the current President and then distributed to all members.

Website Committee

Submitted by Tom Jensen

Access Code for Members Only Page.

In February, the access code to view the Members Only page on the RMGA website changed. Members received the new code via an e-mail blast.

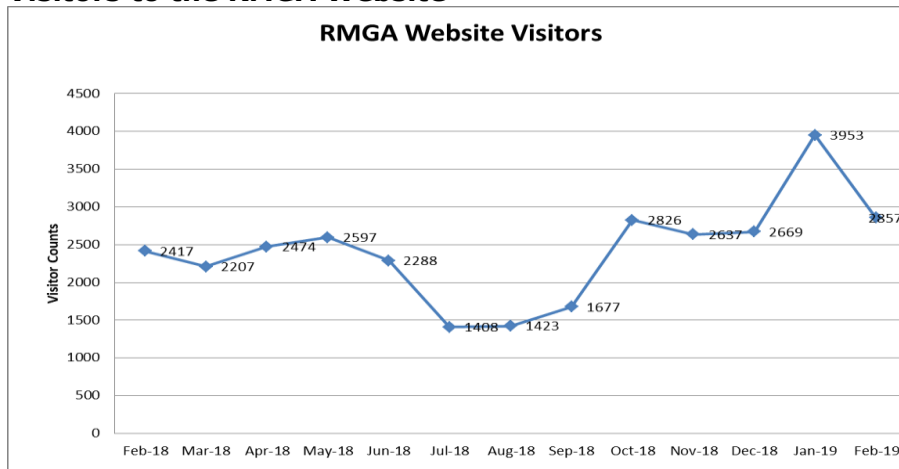
If you cannot access the MEMBERS ONLY section, contact Larry Foos (303-979-7594) or Tom Jensen (303-968-0515).

(Continued on next page)

What's New on the Members Only Page?

*Denver City Park, Zoo, DMNS
FAM Trip Liability Waiver
DAM FAM Review
DAM FAM Photo Slide Show
with
photos taken by Adrian
Swenson
February 10 Membership
Roster, Revised
February Members Meeting
Review
Updating your Profile
March Members Meeting
NWSS FAM Review
NWSS Photo Slide Show with
photos from Michael Dulude*

Visitors to the RMGA Website



There was an increase of 440 visits to the RMGA website compared to February 2018. Overall the number of visitors to the website continues to increase. Seventy-one of the visitors came via Google.

HOW TO CHANGE YOUR WEBSITE PROFILE

Submitted by Larry Foos & Tom Jensen

One of the benefits of your membership in RMGA is the posting of your profile on the website. Potential employers use the “find a guide” tab when they are in need of a guide. Your profile describes you as a guide and lists your specialties and experience.

Here are some guidelines to making changes:

- Changes may be made to your profile at any time.
- E-mail your changes Larry Foos at rmgamembership@rockymountaintourguides.com
- For small changes (a few words), copy the original sentence. Below it rewrite the changed sentence. It is helpful to highlight the changes in color.

Example:

Larry, please make these changes to my profile:

Current statement:

I am also available for meet and greet or convention staffing. I would be happy to provide multiple references for any occasion.

Please change to:

*I am also available for meet and greet, **convention staffing, and transportation management.** I would be happy to provide multiple references for any occasion.*

- Keep in mind, the profile section describes you. Similar to an “elevator speech” it quickly describes who you are. It is limited to 150 words.
- For major changes, please provide the entire statement so it can be copied and pasted into your profile.

Example:

Larry, please make these changes to my specialties.

My current listing:

Geographic Areas: Foothills above Denver; Southern Colorado (south of CO Springs, east of Rockies); Southwestern Colorado / Four Corners; Colorado Rocky Mountains; Rocky Mountain Region: WY, NM, UT.

Please change to:

Geographic Areas: Denver and Cities of the Rockies Region, Mystic San Luis Valley Region, Pikes Peak Wonders Region, Canyons & Plains Region, Mountains and Mesa Region, Rocky Mountain Region: WY, NM, UT. (Continued on next page)

- If you are no longer doing tours, the entire profile may be deleted. Keep in mind that once a profile is deleted it cannot be undone. It will be necessary to submit a new profile. (Suggestion: print a copy before you have it deleted.)
- If you no longer are doing tours to a specific area, request Larry to remove you from that area.
- Changes are made as quickly as possible. It may take a few days.

• *****

Upcoming Industry Events

Submitted by Tom Jensen



April VISIT DENVER C.H.A.T. (Connecting Hospitality and Tourism)

WEDNESDAY, APRIL 17, 2019

3:30 pm - 5:30 pm

VISIT DENVER C.H.A.T. at Sheraton Downtown Denver Hotel

Watch your e-mail for more details

Join Visit Denver for C.H.A.T. (Connecting Hospitality & Tourism) for an opportunity to talk with fellow VISIT DENVER partners and meet our staff in a relaxed and casual atmosphere. You may pay in advance online or pay at the door with cash, check or credit card.

This event is only open to VISIT DENVER partners. As a benefit of your membership in Rocky Mountain Guides Association and its partnership with Visit Denver you are eligible to attend.

SOCO Tourism Summit

Get on Board April 3-5, 2019

Enjoy conference rooms with a view + travel in style in our luxury coach! Sessions will be onboard the motorcoach as you travel from La Junta to Walsenburg to Trinidad.

Get inspired, find a mentor or be one, get to know your peers, travel to 3 DIFFERENT destinations, hear what others are doing to attract visitors to their destinations and find opportunities to collaborate in this 3-day tourism summit from La Junta to Trinidad.

Tickets: <https://socotourismsummit.com/main/tickets/>

To register use this link:

[https://www.denver.org/rsvp/?action=registrationForm&eventid=3624
&sessionuid=](https://www.denver.org/rsvp/?action=registrationForm&eventid=3624&sessionuid=)



SAVE THE DATE ANNOUNCEMENT
MEMBERSHIP MEETING, APRIL 29-30
LOCATION: CORTEZ COLORADO
HOSTED BY MESA VERDE COUNTRY
KELLY KIRKPATRICK, DIRECTOR

MEETING SCHEDULE
MON, APRIL 29TH - ARRIVAL DAY
OPTIONAL DAY ACTIVITIES
EVENING MEET AND GREET EVENT
TUES, APRIL 30TH - MORNING ACTIVITY
12 - 4 PM LUNCH and MEMBERSHIP MTG
FOLLOWED BY OPTIONAL EVENING ACTIVITIES

Lodging and discounted rates will be announced at a later date.
Watch your e-mail and Facebook for more details.



2019 Colorado Governor's Tourism Conference
Sunday, September 29, 2019 to Tuesday, October 01, 2019
Sheraton Hotel, Denver

Announced at the end of the 2018 Governor's Tourism are the dates and location of next year's event. Continue to check Guide Line for additional information.



NAI National Conference
Denver Colorado
November 12–16, 2019

National Association for Interpretation is hosting a National conference in Denver, November 12-16. NAI is a professional organization dedicated to advancing the profession of heritage interpretation. "If you help visitors learn about a place that's important to you, you're an interpreter." The conference traditionally was workshops and learning sessions. For more information <https://www.interpnet.com/>

If you are interested in learning more about Interpretation contact Sherry Moon



DOORS OPEN DENVER

PRESENTED BY
DENVER ARCHITECTURE FOUNDATION

September 21+22

To Learn More about Volunteering: <https://denverarchitecture.org/volunteer/>

APRIL, MAY BOARD OF DIRECTORS MEETINGS

Board of Directors Meetings

Monday, April 1, 2019 2:00-4:00 pm

Monday, May 6, 2019 2:00-4:00 pm

Bear Valley Church, 10001 W Jewell Av, Lakewood, CO 80232

All Members are welcome to attend.

APRIL PROGRAM MEETING

Submitted by Larry Foos

WHAT: RMGA MEMBERSHIP MEETING – CHERRY CREEK SHOPPING CENTER – DENVER TOURISM UPDATE - ***PLEASE RSVP to Nancy Brueggeman before April 5th. Either send me an e-mail at nancybcolo@yahoo.com or call me at 303.979.4852 or 303.809.7535. THANKS!***

WHEN: April 8, 2019, 6:00 – 6:45pm – networking, 7:00pm Short Meeting, 7:15pm – 8:00pm - program. Molly Keech and Andrea Zediker of CCSC will introduce representatives of various tourism venues to update us on what is happening in Denver for the 2019 tourism season. Please support RMGA and our tourism partners. ***And, please don't be late!!!***

WHERE: Cherry Creek Shopping Center **801 Chophouse** Denver, CO 80206 – restaurant in CCSC – next to Restoration Hardware.

PROGRAM: Presentation of various tourism venues in Denver with their 2019 programs. Will include: Denver Center for the Performing Arts, Visit Denver, Gray Line, Regional Transportation District, Denver Botanic Gardens and others.

FOOD: Appetizer and beverages will be provided by our host. ***Please bring \$5 for the staff tip jar.***

DIRECTIONS: Cherry Creek Shopping Center is located 3000 E. 1st Ave., Denver, CO 80206 phone [303-214-6474](tel:303-214-6474).

PARKING: Park in the CCSC garage – bring your ticket in with you so that parking can be validated. CCSC is validating parking – so it will be FREE. You can always try to find a place on the streets around CCSC.

GUESTS: Members are encouraged to invite potential members as guests to the meeting.

GUEST FEES: 1st and 2nd Time Guest: Free, Third thru Fifth Time, Same Guest Visit is \$10 each time. Succeeding Times, Same Guest Must Join RMGA.

MEETING NIGHT CONTACT: Nancy Brueggeman – Cell 303-809-7535.

VISIT AURORA EVENT

Submitted by Mike Pearl

VISIT Aurora Hospitality Networking Event, Thursday, March 21, 2019

RMGA Members attended the VISIT Aurora Hospitality Networking event held at the Stampede, 2430 South Havana Street in Aurora. Participants discovered a country-western side of Colorado, complete with a live bull,

Loose Change (Photo by Mike Pearl)



birds of prey, cowboy photo ops, live music by Loose Change, line dancing, steer-roping lessons, and hearty appetizers by Rolling Smoke BBQ. The most important reason for attending was to meet other hospitality professionals working in Aurora's booming tourism industry and introduce them to Rocky Mountain Guides Association.

RMGA members in attendance were Bonnie Custer, Barbara Johnson, Eileen Peal, Mike Pearl, and Ken Stauffer. RMGA business member VISIT Aurora hosted the event.



Bonnie Custer learning to rope.



Bonnie Custer, Barbara Johnson, Ken Stauffer

Bruce Dalton, President | CEO, Visit Aurora; Pam Martinez, Destination Services Manager, Visit Aurora; Mike Pearl (Photo by Eileen Pearl)



MAY PROGRAM MEETING

The RMGA May Program meeting will be held on Monday, May 13. Watch your email for more information.

Answers to Trivia questions from page 2.

Answers: 1. 12 miles; 2. Florissant (13-feet in diameter); 3. Six; 4. Hot water spring; 5. Colorado wildflowers; 6. Parks (i.e. Many Parks overlook in RMNP); Yellow-bellied Marmot

MARCH MEMBERSHIP MEETING HIGHLIGHTS

On March 11, RMGA held its Membership Meeting as guests of The Morrison Natural History Museum, 501 Colorado Highway 8, Morrison, CO 80465.

Doug Hartshorn, Museum Coordinator, presented a wonderful, informative program. The Museum offers a glimpse of the first important dinosaur discoveries in Colorado including fossils from the first Stegosaurus and Apatosaurus ever discovered. Doug took us behind the scenes and into the lab.



MEMBER SPOTLIGHT - LARRY RALSTON

Submitted by Tom Jensen

Former RMGA member and mentor to many of our tour directors/guides, Larry Ralston was diagnosed with pancreatic cancer in February. Sadly, it has spread into his liver & circulatory system and is considered incurable in stage 4. Larry is in his second round of chemo treatment which is going well.

Larry hasn't lost his sense of humor. He writes, *"Nolan Arenado wants to win a World Series. He just signed a long term contract that means he thinks he can do that here...I mean right here with the Colorado Rockies. I don't want to miss seeing it happen!!"*

Larry was one of our guides for the National Western Stock Show FAM trip even though he was no longer a member. Larry was a very active RMGA member. He served as Chairman of the Educational Committee and the Program Committee putting into place many of the procedures we use today. When Larry organized long distance FAMs he assigned each attendee a portion of drive to be the tour guide. Everyone learned from each other as we learned more about the destination and different presentation styles.

Larry has been the program himself. In 2013 he presented Colorado Water: A Historical Perspective! Water is one of his passions. In 2014 he did a walking history of the rail yards behind Union Station prior to the program of Union Station and the Crawford Hotel. Once after a presentation by Dana Crawford, she asked if she could do anything else for the organization. Larry asked her if she would host our Holiday Party! She said yes and we ended 2011 by celebrating in her loft.

Donna, Larry's wife of 47 years, has opened an account at www.caringbridge.org/visit/larryralston. If you want to follow his journey and post well wishes, send your mail address to Donna at donna@mngmntplus.com. She will give you access to Larry's account and will post about once a week any updates in his condition.

Larry's mailing address:

Larry Ralston
6456 South Niagara Court
Centennial, CO 80111

He enjoys getting cards, prayers, good wishes and food.

Sisters of Courage” – Presentation by Dave Lively

Submitted by Nancy Brueggeman

Dave gave this presentation at History Colorado on Monday, March 11, 2019 from 1-2 p.m.. This presentation was done in partnership with the Center for Colorado Women’s History at the Byers-Evans House Museum.

Dave’s comments centered on the Harbison family. This family started in Pennsylvania and was considered “ordinary”. Not so! The father (Andrew) came west after two tours of service during the Civil War including the battle of Cold Harbor. Andrew Harbison was injured during his second tour of duty – had his heel shot off and while in the hospital recovering, developed an infection in one ear. This left him crippled and without hearing in one ear and he still came west and started a new life, bringing son Harry with him.

Andrew ended up in the Grand Lake area (current population 489) of Colorado on a ranch that is now part of Rocky Mountain National Park. The family history, marriages (and there were a few!) were not necessarily accompanied with corresponding divorces - – think about that a while. Homesteading, cattle, dairy farming, winters in the mountains all shaped the family.

Dave’s history included Andrew’s journal, photos of two sisters who are the center of the presentation (inseparable) and how the family prospered and grew from the 1860s until the 1950s. The explosive detail is that these women were Dave’s antecedents. The obituaries of the Harbison sisters were printed in 69 newspapers, including the New York Times.

Several RMGA members were in attendance. You should have been there – it was a great story!!!!

THIS AND THAT

What’s in Your Narrative?

Submitted by Mike Pearl

Denver’s Initiative 300: “Right to Survive”

Whenever we lead a tour group through Denver and the metro, we have to acknowledge the presence of our fellow citizens experiencing homelessness. In May, Denver residents will vote on Initiative 300, commonly known as the “Right to Survive,” which, according to the *Denver Post*, “would guarantee that people can pitch tents, sleep in cars and use other types of shelter, including blankets, in public spaces, among other rights.” <https://www.denverpost.com/2019/03/24/denver-camping-ban-initiative-300/>

No matter our personal opinion on the issue, our guests have questions and, sometimes, suggestions from their own communities. Initiative 300 is a “hot-button” issue this election cycle. Make sure to review notes from the May 2018 Program/Meeting “Coalition for the Homeless” as part of your preparation for this season’s tours.

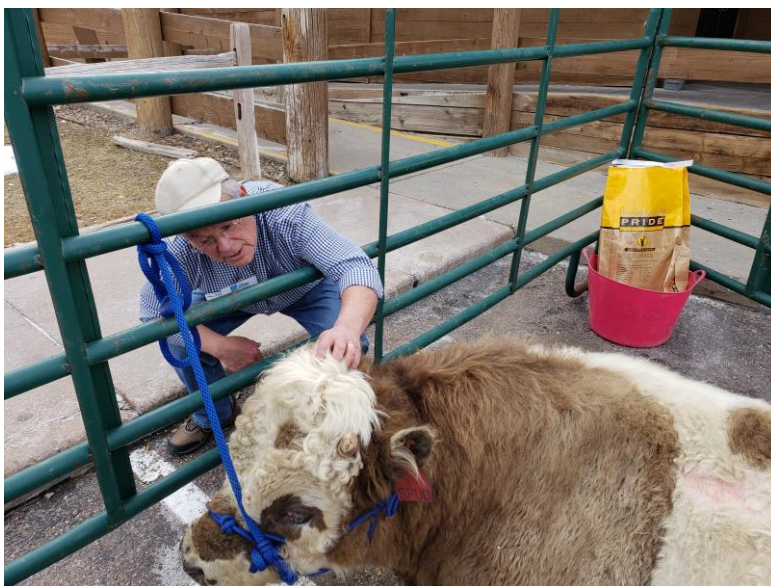
PURPOSE of the ROCKY MOUNTAIN GUIDES ASSOCIATION

The nature of the business and activities of this Corporation is educational and the objects and purposes thereof to be transacted, promoted, or carried on are TO PROMOTE THE HIGHEST DEGREE OF COMPETENCE AND PROFESSIONALISM AMONG PERSONS WHO ACT AS TOUR GUIDES AND TOUR MANAGERS/ DIRECTORS, TO PROVIDE ETHICAL AND PROFESSIONAL STANDARDS AGAINST WHICH ALL TOUR GUIDES AND TOUR MANAGERS/DIRECTORS ARE MEASURED, and, in pursuing said basic purposes,

1. To hold meetings and familiarization (“FAM”) trips for the improvement and continuing education of its members;
2. To provide opportunities for the exchange of experiences and opinions regarding tour guides and tour managers/directors and their profession;
3. To provide a forum for development and promotion of common professional interests and concerns of tour guides and tour managers/directors;
4. To cooperate with other related and non-related organizations in a common endeavor to promote the profession of tour guiding, tour management and tour directing and to promote the public awareness of said profession. – *Articles of Incorporation, Rocky Mountain Guides Association*

Officers		
President	Sherry Moon	720-425-5931
Vice President	Jessica Ward	325-347-7873
Secretary	Nancy Brueggeman	303-979-4852
Treasurer	Wendy Pickering	217-621-1960
Director-at-Large	Mike Pearl	303-868-0023

Committee Chairpersons		
Certification	Carol Carder	303-777-9194
Education	Michael Dulude	720-236-5345
Hospitality	Ginny Gelbach	303-906-3842
Membership	Larry Foos	303-979-7594
Newsletter Editor	Eileen Pearl	303-868-0021
Program	Dawn Nelson	303-898-6853
Public Relations	Tom Jensen	303-968-0515
Email Blasts	Sherry Moon	720-425-5931
Nominations	Larry Foos	303-979-7594
Website	Tom Jensen	303-968-0515
	Larry Foos	303-979-7594



Mike Pearl and “Spud” at the Visit Aurora event.