

Mulberry Lane Farm

Training Manual



Where learning
is fun!

**Kids Love
Our Critters!**

W3190 Cty Road B, Hilbert WI 54129
PO Box 160, Sherwood, WI 54169
920-989-3130

www.MulberryLaneFarmWI.com

Email: info@MulberryLaneFarmWI.com

Mulberry Lane Farm

Mission Statement

To provide an ideal country learning environment where people of all ages can interact and learn about farm animals through “hands-on” guided tours.

Vision Statement

To be the best and most visited educational petting farm north of Green Meadows Farm, Waterford, WI.

Core Values

- To respect life, both human and animal
- To educate our guests about the importance of farm animals and farming in general
- To love, laugh & live our passion



*We have learned that no matter the age or the background
there is something about a farm
that brings out the joy and worth in others.*

- ☐ Review Communication Policy – Page 16
- ☐ Quick Reference - Farm Facts You Should Know – Page 29-30
- ☐ Safety is Everybody's Business – Page 31-35 **Sign Page 35** and turn in.
- ☐ Provided "In Case of an Emergency" contact information – Sign bottom of **Page 35** and turned in.
- ☐ Training Reimbursement Agreement – **Sign Page 36** and turn in.

As an employee of Mulberry Lane Farm, you will often be asked how the farm started. To answer that question, you must first learn about Green Meadows Farm. Following is the brief history of the farm Farmer Pat grew up on.

Green Meadows Farm

Green Meadows Farm was started in 1964 in Waterford, Wisconsin by Bob and Coni Keyes. That's the year they decided to convert their 80-acre hog and cattle business into a "pick-your-own" vegetables and raspberry farm. (At that time "pick-your-own" farms were a new concept in produce marketing.) When they discovered that most of the other "pick-your-own" farms in and around the Milwaukee area excluded children, they marketed their farm as a place to "bring the family." They also decided to incorporate some of the farm animals as an additional way to draw in families.

The next year a nursery school teacher approached Bob and Coni about bringing her group to the farm and, voila, the petting farm was born! This led to a postcard promotion to school teachers and the next thing they knew, they were attracting school groups, church groups, scouts and families. Along with Bob and Coni and their children¹, they employed neighboring men and women to serve as guides and to help give hayrides. In the fall, they offered their customers a free pumpkin. To their amazement, by the early 1970's the farm was hosting as many as 1,200 visitors a day during the spring and fall seasons!

Bob and Coni had found their niche! During their "off season" they expanded to offer horse-drawn hayride parties, sleigh rides, barn rentals for parties, campfires and overnight outings at the farm. They also became "mobile," leaving the farm with ponies to give rides at parties or with draft horses to give horse-drawn hayrides or sleigh rides at events. These activities continued year-round until the mid-1980's brought new ventures their way.

In 1982, one of their older sons, Dan, was becoming disenchanted with city corporate life. One day he saw school buses on a field trip and began to wonder, "Could a petting farm succeed in Houston?" He wrote to his parents and proposed the idea which they found intriguing. They were ready to try something new. Dan located a 50-acre ranch to lease about 40 miles west of downtown Houston. After a considerable amount of work², the second Green Meadows Farm opened for business in the spring of 1983. However, it was a lot of work for Bob and Coni to run two fulltime farms and raise their family. This farm remained in operation until 1991 when it was moved to Houston, but they eventually closed it.

At the same time, they developed a new idea; find a park area to lease on a seasonal basis. The park would enhance a country atmosphere. In all probability a park would be located close to schools and have a lot of parking spaces for the buses and cars. They would set up the petting farm just like the permanent farm in Waterford but with temporary shelters and equipment that could be easily dismantled. They would provide some of their own livestock and rent the rest of them from local farmers. At the end of the season, the animals would be hauled to their respective homes and the shelters and equipment packed up leaving the park in the same (if not better) condition than before they arrived. Sounds pretty good, right?

In the spring of 1984, Bob and Coni found a perfect “first” spot in Wheaton, Illinois. It was only 100 miles or so from the Waterford farm. This allowed the 2 farms to share supplies, equipment and livestock. This not only kept the costs down but allowed Bob and Coni to spend more time at home with their family. They went a step further and opened in the fall giving all their customers a free pumpkin. Again, Bob and Coni were on their way. In 1985, they opened seasonal (spring and fall) petting farms in Roseland, New Jersey and Irving, California. In 1986, they opened a petting farm in Floral Park, New York. In fall 1991, they opened another petting farm in Jessup, Maryland that services the Baltimore, Maryland and Washington, DC area.

As you might suspect, Bob and Coni were getting older, and they found the Wisconsin weather a little cold, so they headed south to Florida. Retire, however, is not in their vocabulary. In November 1988, they opened a second, full time petting farm in Kissimmee, Florida. This beautiful farm operates 363 days a year and is where Bob and Coni called home until they passed away within 25 days of each other in 2015.

Currently Green Meadows Farms are owned and operated by members of the Keyes family in the following cities: Waterford, WI (Charlie and Mavis Keyes); Kissimmee, FL, Orange, CT and Floral Park, NY (Dan Keyes); Hazlet, NJ (Tim Keyes); Jessup, MD, Grand Prairie, TX and Frederick, MD (Ken and Gail Keyes) and Mulberry Lane Farm, Sherwood, WI (Pat and Bonnie Keyes). We are proud to say that over 500,000 visitors pass through the gates of Green Meadows Farm each year.

But if you thought family participation stops there, you’d be wrong! Past & present contributors included Perry and Barb Keyes who for 20 years grew over 80 acres of pumpkins that supplied many of the farms across the country. Charlie Keyes (being a 2X Guinness Book of World Records Trick Rope champion) not only manages the Waterford farm but is also an occasional cowboy performer at his brothers’ multi-cultural events. Kitty Keyes-Mack on occasion helps as manager of events for her brother Dan. Even the baby of the family, Kelly Keyes, developed all the software to bring the business into the 20th century. Quite the family affair!

1. At this point in the history, I think it is important to tell you that Bob and Coni had thirteen children to help run (work) the farm: eight sons and five daughters. Believe it or not, Coni’s oldest child was fifteen when her youngest was born! (Just try to imagine how much milk they needed a week!)
2. Bob and Coni recruited four of their sons (Tim, Charlie, Pat and Ken) to join Dan in Texas to work to clear the land, build shelters and buildings and to even remodel the dilapidated home located on the ranch so they could live there!
3. I am sure you are wondering how they could be in so many places at one time. This is where the children come into play. As it worked out, many of the children had an interest in the “family business” and were returning to the nest. I think they would call that going full circle in life wouldn’t they!?

*And yes, Bob and Coni called on their boys to clear the land and build all the shelters and buildings.

The Mulberry Lane Farm story as written & read by Farmer Bonnie for the farm's Ribbon Cutting Ceremony held the 1st of October 2005.

Mulberry Lane Farm

It really all began in 1881 when John and Margaret Prechtel built the sprawling brick farm house that still majestically stands over the property at W3190 County Road B in the community of St. John. The Prechtels' filled the home with 5 children.

The fourth child was Frances who eventually met and married Joseph Schwabenlander Jr. on Oct. 1, 1895. Not unusual for the time, Frances and Joseph moved in with Frances' parents. Eventually Frances and Joseph would take over the Prechtel Homestead. Therefore, until 2005, this property has been known throughout Calumet County as the Schwabenlander Homestead.

Frances and Joseph Schwabenlander would eventually have 12 children. These children, legend has it, would play in the massive 100-year-old Mulberry Tree located next to what is now called the Machine Shed. This tree was so revered by the Schwabenlander family that they had an unwritten rule that no climbing was allowed with shoes on. The children's shoes would be found at the base of the tree while they each laid claim to their individual limb up in the tree.

Three of the sons, Lawrence, Harry and Norbert, who are fondly referred to as **The Boys**, would live as bachelors in the home they were born and raised in until they died. Lawrence passed away in 1988, Norbert died while picking corn in the back fields in 1997 and Harry passed away in the bed he was born in (1910) in 2000.

Besides farming, **The Boys** started a Sawmill located on the property on the corner of Cty. Rd. B and Sawmill Lane. The Sawmill was well known by all the farmers in Calumet County as well as surrounding counties. In approximately 1995 Patrick Keyes became interested in purchasing a sawmill and learned of **The Boys**. Patrick sought them out and a lasting relationship was established. In fact, Patrick became so close to **The Boys** that he was asked to be a pallbearer at Harry's funeral. Being so fond of **The Boys** and with farming in his blood from his childhood years, Patrick became very interested in some day honoring **The Boys** by purchasing the homestead and continuing their legend in some shape or form. Therefore, when Patrick heard that the property was being sold, he knew immediately that he needed to do whatever it took to see that something special became of the Schwabenlander Homestead. In spring of 2005 that reality took form when The Keyes Family purchased the farm.

The historical aspect and rural setting were believed by the Keyes Family to be the perfect setting to establish one of their family owned "petting farms." Mulberry Lane Farm will be the newest addition to the many Green Meadows Farms located throughout the country. As manager, the 4th eldest son of 13 children, Patrick Keyes thought it would be appropriate to name this petting farm "Mulberry Lane Farm," because of the 100-year-old standing mulberry tree (earlier mentioned) and other young mulberry trees on the property, rather than the Keyes' traditional petting farm name of "Green Meadows Farm."

Although many changes have taken place at the farm to make it conducive to a petting farm, we believe that the best is yet to come.

Mulberry Lane Farm

Physical Location: W3190 County Road B, Hilbert, WI 54129

Mailing Address: PO Box 160, Sherwood WI 54169

Like many country homes, MLF finds its location difficult to explain to those searching for the farm. Mulberry is in the Township of Woodville in the unincorporated community of St. John with the physical address being Hilbert, yet the mailing address is Sherwood. Confused yet?



FARM: Mulberry consists of 125 acres located in Calumet County. With only 3 feet of soil before hitting the bedrock known as The Niagara Escarpment, you will find water dissipates quickly after a rain.

Approximately 14 acres are used for our touring guests, about 8 acres are planted for pumpkins, and 65 acres are leased to a local farmer who plants corn, soybeans and other crops. Twenty acres are hay fields planted by Farmer Pat for feed for the horses, ponies, cattle & other animals. The rest of the acreage consists of pastures and hayride trails.

FARM HOUSE: Built in 1881 by John and Margaret Prechtel, the house is a customary wood frame structure with the exterior walls of cream city brick. The original home had no clothes closets, only clothes hooks attached to the walls and an occasional armoire to store the family clothes.

The cellar has two individual stone masoned vegetable cellars built side by side which take up the complete width of the west wing of the basement. Both cellars are built of approximately 18-inch stone masonry and were built in the shape of an elongated arch with a finish coat of lime and sand plaster. The original stone masoned cistern for storing rainwater remains.

The farm house was renovated when time was found between working on the farm land & buildings, by Farmer Pat and son-in-law, Jesus Mendoza. The interior has been decorated by, and with period pieces collected by, Coni Keyes.

Mulberry Lane Farm also consists of the original Schwaubenlander sawmill building on the corner of Sawmill Lane & County Road B. The mill was sold at auction in 2004 but the building still stands.

Across the street you'll find a one room school house that sits on 1 ½ acres of land. That parcel and school house is also owned by the farm.

BARN: The first barn building was built sometime between 1876 & 1881. MLF had been a working farm for over 100 years, so all barns were originally used for animals and farm machinery storage.

Dairy cows were mainly raised here. The limestone which was used to lay the foundation & to lay up the walls for the dairy barn was quarried here on the farm property.

The middle "Granary" was used to hold grain before it was deposited into the lower granary to feed the animals below. Now The Granary is used to greet our guests, serve snacks & beverages, sell souvenirs etc.

The Hay Mow, once used to store, well... hay of course, is now used for people's enjoyment and the occasional corporate picnic or wedding reception. The frame is of sawed pine timber, while floor joists and roof rafters are of tamarack. The logs were peeled, hand-hewn and fitted to create a perfect base for the haymow floor and roof. (Note: Although haymow is one word, we have given our haymow the unique title of "Hay Mow".)

OPERATION: Mulberry is open to the public from May through October each year. Farmer Pat oversees the entire operation. Wife, Farmer Bonnie oversees reservations, payroll and other bookwork. Farmer Cindy Isajiw is the farm manager.

The Mulberry Tree

One attraction at the farm is the 100-year-old Mulberry Tree the farm is named after. This tree sits just west of the Machine Shed. Below is an excerpt from *"The Schwabenlander Family, A Genealogical Record and Brief History"* book, 1992, the story we share with our guests has been fashioned from (also mentioned earlier in the Mulberry Lane Farm history brief).

... However, they also had their fun. The one thing which was often mentioned by Frances in later years, was the way she and her brother, Anthony, along with her two sisters, Marie and Rose would climb the old mulberry tree, which was near the apple orchard. Once they got up into the tree, each one had their own branch, which was their make-believe residence. Here they would climb from one branch to another to visit with their neighbor on the other branch all in mimicry. There was, however, one restriction to climbing the mulberry tree. The children were not allowed to wear shoes while climbing for fear that this might damage the tree.



This particular mulberry tree was planted by John Prechtel back in the 1880's when he also planted an apple orchard, of which some apple trees along with the mulberry tree are still bearing fruit today. By the early 1920's, when this mulberry tree was probably in its prime, it bore enough berries to feed all the birds in the whole neighborhood, and then some. However, if the birds had not already picked most of the berries before they were really ripe, the family would use some in making jam and jellies. From all indications, Frances and three of her siblings, namely, Anthony, Marie and Rose were a very closely knit group throughout most of their adolescent and teenage years, whether at work or at play. Even today, some of their little adventures from the days when Rose was only eight years old are often talked about. ...

Orientation Check List

The following are items that will be covered during orientation. Please check off as the item is covered. If you have any questions, be sure to ask before checking off.

- ☐ W4 has been filled out and turned in to management? Your check can't be issued without this form.
- ☐ Review Training Reimbursement Policy (last page). Once read and understood, policy must be signed and turned in with W4 & Safety Is Everybody's Business signature sheet.

Dress Code:

- ☐ You will be given a name tag and MLF t-shirt at the end of your second day of training. This is to identify you and make you visible and available to our guests. You are expected to wear these items every day so they can be readily seen. You must turn in all t-shirts at the end of the season. Your last paycheck will be held until the name tag and t-shirt is turned in.
- ☐ Dress appropriately. We work in basically all weather conditions. It is recommended that you keep rain gear and warm clothes in the locker for quick access.
- ☐ It is MLF's policy to look our guests in the eye while touring. Therefore, no sunglasses should be worn while touring. It is recommended that a visor or ball cap be worn to shield your eyes. If sunglasses must be worn because of an eye condition, please discuss with management.
- ☐ During the summer tank tops and shorts can be worn. However, tank tops must NOT be low cut and shorts can NOT be short shorts.
- ☐ It is recommended that closed toed shoes be worn. Many days there is dew on the grass. It is recommended to have rubber boots and/or a change of socks in your locker.
- ☐ A watch is required to be worn while touring. School tours usually are 1 ½ hours in length. Family hayrides run on a schedule. Therefore, time management is necessary. The need to wear a watch will be discussed further during training. (Note: cell phones are NOT to be used as a watch. No exceptions.)
- ☐ Cell phones MUST be turned off and taken out of pockets when clocking in. It is our preference your cell phone be left in your car. Under NO circumstance should cell phones be left on while touring. Please give the farm's phone number (920-989-3130) and/or the manager's cell number to those who may need to contact you during working hours. In case of an emergency, MLF management will relieve you to take a call.

Scheduling

- ☐ A timeclock is used to punch in & out at the farm. Do not punch in prior to your scheduled time unless asked by a manager. They then must initial your punch. If not initialed, you will be paid from the time you are scheduled on the schedule sheet.

- ☐ Most often, you will be scheduled to be at the farm ½ hour before your assigned group arrives. This will give you time to review The Communication Book, check in with the manager for farm updates, and do the morning walk-thru (walk-thru covered later).
- ☐ Be prepared to stay for a morning tour and afternoon tour. Although we try in advance to know who may or may not tour in the afternoon, it is often last-minute changes that we have no control over dictating the need for you to do multiple tours. Therefore, come prepared to stay. If you are only needed to do one tour, we will give you the option to leave, or we will assign chores to keep you busy to fill a minimum 4-hour shift.
- ☐ If you are scheduled as the family tour guide, you will be expected to stay at least 1 hour after the last admission. Farm operating dates & times are seasonal. Please visit website for complete listing.
- ☐ Schedules will be emailed. If you don't receive schedule via email, it is your responsibility to find out your schedule. A hard copy is kept at the farm. If you are scheduled a day, you are unable to work it will be your responsibility to find a replacement guide.

Morning Walk-thru

- ☐ Each day after punching in and checking in with the manager you can begin a walk thru. This is probably one of the most important activities you will do at the farm each day.
- ☐ The walk-thru is your opportunity to see what is new/changed at the farm. Visit each pen so when you go out on your tour you KNOW what to expect. Did we get a new sow and piglets? Did we lose a calf or was it put to pasture? Did a doe rabbit have her kits (bunnies)? etc.
- ☐ You'll learn all that has to be done during the morning walk-thru during the training process led by one of the farm managers.
- ☐ If you are the first guide in the morning and don't get through a full walk-thru before your group arrives communicate to manager where you left off so the next guide, or the manager, can complete the walk-thru.
- ☐ Walk-thru also consist of the handwash station, portable restrooms (& soon stationary restrooms), garbage, hand sanitizer checks, etc. Again, reference the communication book for details.

Touring

- ☐ Always greet your group with a smile and introduce yourself as "Farmer (your name)"
- ☐ First and last impressions are lasting. Typically, all other impressions are of secondary importance. Therefore, greeting buses & saying good bye are very important. Always be ready and waiting for the buses.
- ☐ Speak loudly and make eye contact with your group. Try to remember people's names. This makes them feel special.
- ☐ Smile, be cheerful, be positive. As tour guide, you set the pace for the group. A positive

attitude can be contagious. (As can a negative attitude!) On a cold rainy day saying, "This isn't so bad; it could be snowing," is a good example. Or, on a bad weather day, remind the teachers that this is a field trip the children won't soon forget.

- ☐ Communication with the lead teacher is key! Remember the teacher's name & call her or him by it. Be very cordial & helpful to the teacher or person in charge. They are the ones who decide whether they will be coming again. Know what their expectations are and know when they need to be back to the bus before starting out on your tour.
- ☐ Continue to communicate throughout the tour with the teacher to confirm their expectations are being met.
- ☐ At all times, remember that we are working with children who are seeing many of these animals for the first time, and they are **excited**. Sometimes too excited. While it is necessary to have order within a group, it is not our job to discipline, but to educate and recreate. It is the tour guide's responsibility to keep control of their group, for the safety of the children & the safety of our animals. There is a fine line between control & discipline. We believe the disciplining should be left to the teacher. However, for the safety of our visiting guests and our animals, keeping control of your group is imperative. This is accomplished by letting the group know what is expected of them, what you need them to do, and to move forward **WHEN** they have met those expectations. It may mean you don't continue on until you have their full attention and cooperation.
- ☐ At each pen it is a best practice to:
 1. Share what the male, female, young are called.
 2. How to properly pick-up, hold, & release the animal. How to pet the animal if it isn't to be lifted and held.
 3. 3-4 short, interesting facts.
- ☐ While giving animal facts use your **normal speaking voice**. (Not referencing volume but reflection.) Talk as if you are talking with a friend. We don't want to sound like a tour guide giving a tour. We want the experience to be friendly and conversational.
- ☐ We don't like to use negative words. We want our guests' visits to Mulberry to be positive experiences all the way around. So, instead of saying "We have rules," we say, "We have a few things to remember while visiting the farm." Later we will cover examples of turning negative comments into positive ones.
- ☐ Always stay with your group. If a child needs attention, send a teacher or chaperone with them and direct them where to go.
- ☐ A good guide is able to read the body language of the group, whether they are listening to the facts or are ready to move on.
- ☐ **If you are touring a special needs group or have a disabled guest who is unable to enter the pens, bring out an animal (when possible) to the guest.** Example: bringing out a chicken for them to pet, a small kid goat, a bunny etc. We want to include all guests in the petting farm experience as much as possible.
- ☐ If you notice a sick or injured animal let management know as soon as possible. However, do

not draw attention to it in front of our guests. Do NOT announce it over the radio if you are assigned a radio.

- ☐ All guests are given stickers to wear as they pay admission. If you see guests w/o a sticker don't be afraid to confirm that they have come through admissions. Our reserved groups receive an orange sticker. General Admission guest wear a green sticker. Annual pass holders wear a pink sticker.
- ☐ If you are asked a question, you don't have an answer for, tell them you will check with someone and let them know before they leave. Then be sure to do it!
- ☐ Groups (orange stickers) are NOT invited back into the farm area to revisit the animals. Once a group's tour is complete, they are able to use the Hay Mow and Picnic/Play area only.
You should only see green stickers and/or annual pass sticker guests self-touring themselves in the farm.
- ☐ MLF recommends making "cheat sheets" using recipe cards before touring solo. Often just creating the cards is enough to help memorize the basic facts of our animals. List the animal on the top followed by 3-4 simple bullet points. As you memorize these bullets and are comfortable with them, you can begin to add new facts and switch shared facts as you go.
- ☐ ALL field trips MUST stop at the hand wash station before they eat lunch and/or before they load the bus. NO EXCEPTIONS! If the group is running late and the teacher opts to forgo stopping at the hand wash station, be sure to communicate that MLF's policy states all our guests must wash their hands before they depart the farm. As long as they fully understand our policy, but still forgo washing, the burden lies on them rather than Mulberry. Be sure to mention to the manager that the teacher opted out.
- ☐ When sending the buses off, be sure to hand off to the lead teacher the bag of MLF rack cards & explain the FREE passes at the bottom. Encourage the teachers to send the card home with each student. When you send your students off let them know their teacher has the card for them when they return to school. Usually, students won't let the teacher forget.
- ☐ Have fun! If you are having a jovial time, chances are our guests are too.

Family Guide

Mulberry has a self-guided tour format for our general admission family guests. The family guide floats from pen to pen to answer questions, assist families, AND just as importantly, share animal facts. Our mission remains the same, to educate our guests about farm animals and farming in general.

The family guide can share farm facts casually through conversation. Remember, the basic animal facts and handling/catching/petting information should always be shared. All the same SAFETY rules apply when interacting with families.

- ☐ The friendliness of our staff and our interaction with our guests is paramount.

- ☐ Animal facts are given according to the age of the family you are sharing with. Often B'day parties, Mom's groups, and daycares tend to want mostly "hands-on" activity and less animal facts. The older students and families typically want more facts. But no matter the age, sharing how to properly handle the animals is crucial.
- ☐ Hayrides for families & general admission guests run on a schedule. Be sure to know that schedule so you can communicate it to the farm guests. Typically, hayrides go out on the top of the hour. BUT this can change so know before communicating wrong information.
- ☐ NOTE: if a GROUP (orange stickers) hayride is going out, families (green sticker guests) are welcome to join them if there is room on the wagon. Be sure you know from FarmerPat if the space is being reserved for a school group first.
- ☐ Always greet families when you first see them. Greeting them with your name & that you are here to help them. *"Hi. I'm Farmer Bonnie. If you have any questions don't hesitate to find me. I'll be roaming throughout the farm today."*
- ☐ Try to remember the children's names; it makes the children feel comfortable and the parents happy. As you see them again throughout the day you can converse with them by name.
- ☐ Weekends are the only time you might see a group of orange stickers in the farm. It may be a birthday party, a girl scout group, etc. During the week, school groups aren't allowed back into the farm.
- ☐ Please note that for our guests' safety and the safety of our animals, children MUST be accompanied by an adult at all times while at the farm & visiting the animal pens. If you see a child un-accompanied, please find their parent and when found share that it is farm policy that children be with an adult at all times.
- ☐ As you roam the farm & interact with our guests, check that the water/food & dishes are clean and full BUT don't over fill. Especially the bunny's bowl. They waste a lot, so we want just enough in if they got hungry, they'd have something but not too much that they'll scratch it out & waste. Is the kitten barn clean and does the litter boxes need changing? Does a child want to help you add water to the dish? This is a good opportunity to interact with our farm guests and teach the importance of proper bedding (keeping it clean), always having fresh water available, etc.
- ☐ If you sense a family is done for the day and ready to leave, remind them to stop by The Granary to receive a coupon for a free admission for their next visit to the farm.
- ☐ Bottom line, if you enjoy your day, our guests will too. Ask if they are enjoying themselves. Ask questions of what they've seen. Ask if they've seen the new baby?? Or have they seen the peacock? Or the peahen & did they know the difference? Have they visited the Step Back in Time Barn? Interact! Smile! Interact!

FALL Weekends

- ☐ During our busy fall season weekends, our guests will enjoy self-guided tours and be greeted by a Farmer at most of our pens.

- ☐ Fall WEEKENDS: Our GENERAL ADMISSION guests will experience the same educational interactive fun as you tour the farm at your own pace during a self-guided tour.
- ☐ Farm educators (tour guides) will greet our guests at many of our animal pens and direct them to other areas they won't want to miss throughout our children's petting farm.
- ☐ Many guests will still want farm animal facts. Our mission remains the same in fall, to educate our guests about farm animals.
- ☐ If you see a group of orange stickered guests approaching your area greet the group and share animal facts with them. Example: a group of girl scouts. They are self-guided but still want the informational aspect they would have received if they were on a guided tour. NOTE: Weekends are the only time you might see a group of orange stickers in the farm. During the week, school groups aren't allowed back into the farm.
- ☐ Please note that for our guests' safety and the safety of our animals, children MUST be accompanied by an adult at all times while at the farm & visiting the animal pens. If you see a child un-accompanied, please find their parent and when found share that it is farm policy that children be with an adult at all times.

Miscellaneous

- ☐ Employees are entitled to free bottled water, coffee and hot chocolate. Soda, apple cider and other snacks are to be paid for. Please ask who is working behind the counter to assist you. If items are purchased on your break they are not to be consumed behind the counter. Please take beverage & food items back into the break area.
- ☐ Until you are cash register trained, please do not go behind the Granary counter.
- ☐ Because of the nature of your work at MLF actual breaks & meal breaks are not given. It is recommended that while your tour is out on the hayride, or your school group is having their lunch, that you grab a bite to eat & something to drink. During extremely hot weather it is approved to carry (or wear holster) bottled water while touring and self-touring the farm.
- ☐ Never pass over garbage. Garbage is to be picked up as seen. MLF prides itself in the cleanliness of our grounds. It takes team work to accomplish this feat with all employees actively participating.
- ☐ Granary doors on the side of The Granary must be pulled out slightly when opening & closing to avoid rubbing against windows. Be careful that they stay on track.
- ☐ When opening the Hay Mow doors, it is very important that no children are present on the barn hill in case one of the doors would come off the track.
- ☐ Check bales of hay for peafowl droppings, cat poop, etc. each day.
- ☐ Bee stings – We have baking soda and water in The Granary to make a paste to put on the stings.

- ☐ First aid kits are kept in The Granary. Management **MUST** be notified of any incidents that may have occurred during your tour. No matter how trivial it may seem, please communicate to management.
- ☐ In the unlikely event a more serious accident occurs, or if a child would be bitten by an animal, call on management. Management knows farm accident policy and will take it from there.
- ☐ If anyone inquires who lives in the farm house, simply state it is occupied by the Keyes family.
- ☐ Blue wagons are for rent to transport children. They are not to be used for lunches and/or to haul pumpkins. We have wheelbarrows or red wagons designated for that purpose. Therefore, you shouldn't see red wagons in the petting farm. Only rented blue wagons should be in the petting farm.
- ☐ Check hand sanitizers and wash station soap and towels daily and throughout the day.
- ☐ Supplies are kept in the middle Granary. After supplies are retrieved, be sure burlap curtains are closed and supplies are out of site. If you are asked to put supplies away, be sure all like items are put together. If you see that you are taking the last of the supplies, **PLEASE let management know!**
- ☐ All garbage cans are emptied at the end of each day. (or during the day as needed)
- ☐ Bouncy balls are to be placed into their building at the end of the day. Any stray toys from the sandbox area and corn box area should be gathered up.
- ☐ It is best that strollers and especially wagons stay outside the pens and The Critter Barn. Be sensitive however when small children are in strollers. This is a case where there is an exception to the rule.
- ☐ MLF is a non-smoking facility. All tobacco products are to be left in your car. If you see a guest smoking other than in the parking lot, politely remind them that we are non-smoking facility. Be sure their cigarette is properly extinguished before leaving the area.
- ☐ As a tour guide, your immediate family living in your home is welcome to visit the farm free of charge. Other family members not living in your home, and/or friends, must pay admission.
- ☐ There is always something to be done around the farm. Please check with management for what immediate chores must be completed. Example: washing windows, picking up garbage in parking lot, raking walnuts, filling dispensers, checking hay bales and benches throughout the farm, etc.
- ☐ Avoid negative comments that instill fear such as:
 - Keep your hands out of there!
 - You're going to get bitten!
 - Don't stand behind the cow. You're going to get kicked!
 - Be careful. You're going to get hurt!

- Don't chase the chickens.

Instead, rephrase in a positive statement:

- It is best we keep our hands away from mama pig's face.
- Stand in a way that the cow knows you're present and can see you.
- Be careful.
- Let's use team work to catch a chicken so we don't have to chase them.

If you are overheard making negative comments as those above, we will bring it to your attention so that you can work on being positive.

At MLF we CARE about people. People go where they are invited and stay where they are wanted.

- ☐ Review Communication Policy
- ☐ Review Annual Events (Mother's Day, Father's Day, Grandparents Day) & Work Policy
- ☐ Review Annual Pass Policy
- ☐ Review Pumpkin Patch Policy
- ☐ Review 2 Hour School Group Tour Communication
- ☐ "Safety is Everybody's Business" has been read and understood, signed & turned in sheet.
- ☐ Pages on "Our Animals" can be viewed at your convenience and used as a guide for gathering information that can be shared with our guests.

Communication

Communication is KEY at MLF. Things change daily, sometimes by the minute. When you applied for a touring position at the farm, we requested your email. Please confirm we have your current email address on file. We ask that you check your email before leaving for work.

We often communicate daily updates via a mass email. Also, on bad weather days, it is much easier to communicate cancellations of tours via email vs. having to call each tour guide individually.

PLEASE acknowledge receipt of your emails. If we do not receive a reply, we will make every attempt to contact you by text or phone.

Also communicated through email are the work schedules. The hard copy is posted at the farm, but most guides prefer printing out their schedule at home. Not receiving a schedule via email does not exempt you from knowing your schedule.

Another form of communication at MLF is through The Communication Book. (Located in lower Dairy Barn) Please check the book before each scheduled shift. Once you have read and understood the communication, please initial the sheet.

We highly recommend you occasionally page through the book to refresh yourself on past communications.

Annual Events at MLF

There are a few annual events that you should mark on your calendar. We need “all hands-on deck” so **all employees are expected to be available to work these events.**

- **Opening Weekend – Spring Baby Farm Animal Event** – the kickoff to our season.
- **Mother’s Day** – Mom’s are free w/ a paid admission.
- **Father’s Day** – Dads are free w/ a paid admission.
- **Grandparents Day** – A free grandparent w/ a paid admission.
- **Pumpkin Harvest Festival** from mid- September to October 31st. Each guest receives a FREE PuMpKiN they pick while visiting The Pumpkin Patch.
- **Halloween Costume Event** – Last weekend closest to Halloween staff dresses in costume and our little farm guest participate in a costume parade. The winners receive gift certificates to visit the farm for free the next year.

MLF Policy on Annual Passes

We do sell Annual Passes at the farm. When a pass is purchased the information below is given. Please read and become familiar with our Annual Pass Policy so you can properly promote the purchase of a pass to our guests in your tour. Also note that upon arrival to the farm, annual pass holders are given a special sticker to wear. The sticker is pink. When you see someone wearing this sticker you know they are pass holders, understand MLF policies, and may join your tour for their pony ride and/or hayride.

THANK YOU FOR PURCHASING A MULBERRY LANE FARM ANNUAL PASS!

The following are our Annual Pass guidelines. Abuse and/or violators of the guidelines will be asked to surrender their pass.

Annual Pass Usage:

- The **single annual pass member** (indicated by name(s) given at time of purchase and stored electronically in our system) is welcome to visit the farm for one (1) year from date of purchase during our General Admission hours of operation.
- ID will be requested upon entering the farm. Please check in at Admissions upon each visit.
- **Annual Passes are non-transferable** and may not be used by anyone other than person listed in our data base which is given to us at time of purchase.
- Annual Passes can only be used for GENERAL Admission. **NOT** good for GROUP Admissions.
 - ✓ i.e., school field trips, scouts, birthday parties, etc.
- Children UNDER 2 years old (under 24 mos) are free. If your child turns two during your Annual Pass year, an annual pass or general admission must be purchased for your child to enter the farm.

Farm Admission:

- Pass is good during **regular operating hours**. Visit our website (www.MulberryLaneFarmWI.com), scan the QR code or call (920-989-3130) to confirm seasonal days and hours of operation.
- The farm closes 2 hrs. after the last **General Admission**.
 - ✓ **Example:** Last admission 3PM as indicated on the website. HOWEVER, the last general admission family entered at 2PM. (No new arrivals between 2 & 3PM.) The farm will then close at 4PM because the last paid general admission was 2PM.
 - ✓ Therefore, it is advised not to wait until the end of the day to visit the farm. Your time at the farm may be greatly reduced.



Parent/Child Guidance:

- For your safety and the safety of our animals, children **MUST** be accompanied at all times at the farm and into the animal pens by an adult.
 - ✓ **Walking feet MUST be used** both within pens and outside pens. We request that our animals, both in pens and free-range animals, **not be chased**. We have zero tolerance for any running.
 - ✓ Offenders will be warned once. Repeat offenders will then be asked to leave the farm.
 - ✓ Upon next visit, if a warning is issued again, you will be asked to surrender your pass.

Hayride & Animal Pens:

- Upon check-in, at Admissions, you will be given the Daily Event Schedule (time of hayride, closure of kitten barn, etc.) for that day.

- We request annual pass members give the “right-of-way” to tour groups as they approach the animal pens and hayride wagon.
- If you visit the farm during a slow attendance day and no general admission guests remain that need a hayride, hayrides will not go out for annual pass members only.

Fall Pumpkin:

- Annual Pass members are limited to **1 free pumpkin per annual pass year**. Additional pumpkins can be purchased.
- You **MUST** indicate upon check-in that you will be picking your pumpkin to receive your pumpkin ticket and for us to record receipt of pumpkin in your digital file.

MLF Policy on FREE Pumpkin

One free pumpkin per paid admission has always been our policy.

Our guests receive their free pumpkin ticket at the time they pay admission.

Note: Additional pumpkins can be purchased.

- If they are touring visitors additional pumpkins are available.
- Drive up (no tour) pumpkin policy will be set in fall. Our policy is usually dictated by The Pumpkin Patch location on the farm and/or how busy we are.

Pumpkin Patch Rules

- Tour guides should allow approximately 15 minutes for their group to pick pumpkins.
- Assemble your group a short distance away from the patch and give the following instructions:
 - Walk to, from & through patch. Avoid stepping on pumpkins.
 - Use walking feet in the patch. We wouldn't want the vines to cause you to tumble.
 - You must pick a pumpkin that you can carry without help from an adult.
 - If you drop a pumpkin and it breaks, just like in a store, it's yours.
 - Each person is entitled to 1 pumpkin, regardless of the pumpkin's size.
 - We request that adults encourage children to select a pumpkin they are able to carry.
 - Children should return to a spot designated by the tour guide after they've selected their pumpkins.
 - A good rule of thumb... *“The size of your head is a good size pumpkin to select to carry out of the patch.”*
- Each tour guide is to monitor their own group to ensure the rules are being followed.



It cost MLF approximately \$4.00 to provide 1 pumpkin for 1 person. You can understand why the Keyes Family becomes irritated when they see people from your tour group leaving the farm with 2, 3 or 4 pumpkins in their arms, or see throwing and breaking of pumpkins. It is the guide's responsibility to approach these people and correct the situation.

Morning Walk Through

- Read communication book!!! Sign each entry after you've read and understood the communication.
- Start walk through the Olde Tool Shed. Turn on lights and open both doors. Check to make sure things are neat and tidy.
- Let chickens out of night coop. But, before you do, make sure the front outside pen fence is closed! Check for fresh water in outside pen. You can come back later and gather any eggs to be put in lower dairy barn.
- Clean little critter barn. Change newspaper in animal's bins, give fresh food and water. Check to make sure shavings are clean. Check all chicks/ducks are healthy. Sweep floor and take all garbage with you. Replace supplies as needed.
- Check all hand sanitizing and/or soap stations. Be sure to put soap in dispenser near handwash stations and sanitizer in other stations. Be careful not to mix the two up. Also, only replace when empty! They are very expensive, and we don't want to be tossing half a bag away.
- Check for goat food in old out house. The lid to the goat food should be on at all times.
- Clean kitten barn cleaning and refiling of cat little boxes. Check for fresh water and food. Sweep floor especially in corners behind litter boxes. Skae out any kitty bedding, replace if dirty. If big white bin has kitties, make sure it is clean and neat. Check that all kitties are healthy, and eyes and noses and hind ends are clean. Replace supplies as needed. Take all garbage with you.
- Clean Bunny Barn. Put bunnies in bins if needed. Check all food and water. Make sure momma bunny has food and water. Note: momma bunny may be in another area. Make sure she and other bunnies not brought out to for the day have dry, clean bedding, food and water. Check that all bunnies are healthy. Clean any shavings. Sweep floor. Take all garbage with you.
- Clean boys and girl's bathroom. Wipe down toilets and urinals. Check and replace any soap supplies as needed. Check all toilet paper dispensers and replace when empty. Wipe down sink and counters. Clean mirrors and stainless steel behind hand dryers. Wipe/clean wall between bottom of stainless steel down to cement. Sweep floors and any cobwebs. Take any full garbage with you.
- Always let a manager know if you see anything that requires more attention. Example, sick animals or anything that needs to be fixed or secured.

End of Day Checklist

- Make sure all animals have fresh water and food to last them through the night.
- Put away any animals that need to be in a night pen or back with a momma. Make sure the night pens have fresh food and water for the night.
- Check that the bathrooms are neat and tidy for next day.

Family Guide Expectations

- Smile as you greet all farm guests. Ask if any help is needed with the animals. Show the younger children how to hold, pet, and/or catch any animals.

- Make sure that adults and children are respectful to our animals. We don't allow any chasing or ruff handling of our animals.
- Always look for any garbage on the ground that can be thrown away.
- All animal's food and water should be checked every hour. Do not over fill bowls as some of the animals push it out and we are wasting and since the bowls are checked hourly it's not necessary to over fill. Clean pens as needed.
- Hayrides go typically go out at the top of the hour. Gather all guest and meet them at the hayride station. Help everyone load safely. Check that everyone is sitting down. Be sure to have an adult seated on the end bales closes to the entry gate. Check all around wagon that it is clear, nothing under or around wheels. Give tractor driver a BIG thumbs up that they may start.

When guest come back help everyone unload. This is a great time to see if anyone would need help milking the cow.

- Remember children must be with an adult at all times.

Granary Opening Checklist

- Turn on register and confirm it is working.
- Check that register has needed coins and bills to start your day.
- Turn open sign.
- Prepare goat cones (during the week).
- Clear clutter on counters.
- Sweep and dust as needed.
- Was windows and door windows as needed.
- Check souvenirs and candy to be replenished
- Check handwash station & supplies
- Check portable restroom that floor has been swept and supplies replenished as needed.
- Check wagons are dry and clean and ready to rent out.
- Throughout day replenish souvenirs and candy as needed. Organize shelves/counters. Check inventory and let manager know of anything that is getting low and needs to be ordered.

Our Animals

Cattle

Male: Bull

Castrated Male: Steer

Female: Cow

Young Female: Heifer. Once they have a calf, they are called a cow.

Young: Calf

Gestation Period: 9 months. Heifers are breed at age 2.

Life Span: 12 years



Holstein – Color Black & White. Holsteins produce the most milk and are the most popular in the U.S.

Guernsey – Light Brown & White. Guernsey produces less milk than the Holstein, but it is richer in butterfat.

Jersey – Color Brown with Black face. Jerseys produce the least amount of milk but are the richest in butterfat and therefore raised for the production of butterfat milk.

Cattle are ruminants. They chew their cud. Coughing the food up (or burping) to re-chew it is called ruminating. They will spend approximately 8 hours a day ruminating. After the food is thoroughly chewed and swallowed, it passes through the other three “stomachs” where each one further digests the food. (Technically, cattle have 1 stomach which has 4 compartments.)

Milking time per cow by hand is 20 to 30 minutes, by machine, 5 minutes.

A cow can drink approximately 30 gallons of water a day (or a small bathtub). Calves drink the mother cow’s milk for 3 days – that milk is called colostrum and gives the calf antibodies for the first 6 months of its life.

Dogs



Farmer Pat’s dog is a purebred Springer Spaniel named LadyBug. She was born on December 20, 2010, and joined the MLF family in February 2011.

LadyBug is a black/tri colored female. She is Bench & Field English Springer Spaniel. Since LadyBug is very loyal to her owners, she can be overly protective of them. Therefore, you typically won’t see her during our operating hours, during which time she is kenneled. If she hasn’t been kenneled by the time guests arrive, please bring it to Farmer Pat’s attention.

Ponies

Male: Stallion

Female: Mare

Young: Foal (male; colt, female; filly)

Gestation: 11 months

Most of the ponies at MLF are either Shetlands or Welsh.

Shetlands are smaller, 39 inches high.

Welsh is taller. 4 ½ ft high or 14 hands.

One hand equal 4 inches. Ponies are usually under 14.2 hands.

Life span: 20-25 years

Ponies turn their ears toward any noise they hear. The ears pricked forward show friendship and curiosity. Ears laid back can indicate fear or anger.



Donkeys



Male: Stallion or Jack

Female: Mare or Jennie

Gestation Period: 12 months

All true donkeys have a dorsal stripe across shoulders and down center of back forming a cross. Legend has it that Jesus blessed them with the cross because the donkey carried the Virgin Mary to Bethlehem.

Gold miners used donkeys because they were sure-footed, little and strong.

Mules

Mules are hybrid (crossbreeding). Mother is a horse mare, from which it inherits courage, speed & strength. Father is a donkey, gives patience, sure-footedness, ability to survive on nothing but grass.

The baby donkey's ears are full grown when he is born.

Hinnies are the opposite of the mule. The mother is a donkey (jenny), and the male is a horse (stallion). Hinnies are on average slightly smaller than mules.

Mules & Hinnies are sterile. (Cannot breed)

Pigs



Male: Boar (castrated male, barrow)
Female: Gilt (before first litter)
Sow (after first litter)
Shoat: Weaned pig (after 8 weeks) MLF
refers to these as teen-age pigs.

Gestation is 3 months, 3 weeks, 3 days
(and many farmers add "3:00 in the morning!")

Life Span: 6 years

Giving birth is called farrowing. Average litter size is 10 piglets. Record is 34. Economic break-even is 8.

The average sow weighs 400 lbs. Piglets weigh approximately 3 lbs. when born and gain over 200 lbs. by the time they go to market at five months old.

Within the first 48 hours piglets determine which teat is theirs. Piglets nurse from the same teat every feeding. The front teats give more milk than the back ones, so the piglets nursing at the front usually gain weight quicker. The ones toward the back are smaller and are known as "runts of the litter."

Everything from the pig is used except its oink! Hair is made into brushes; parts of the eyes are used for human transplants. Glands, bones & blood are used for medicine like insulin. Their skin is used as leather and to cover human burn victims while their own skin grows back. 100,000 people are alive today with valves from the heart of a pig. And of course, the meat products we receive from the pig.

Pigs are very clean animals. They sleep in one area of the pen and excrete in another area. They prefer pools of water to keep cool since they don't have sweat glands.

Pigs are the smartest farm animal. They can be trained to hunt like dogs, dance, tumble, fetch, take showers, pull a cart and sniff out land mines. The pig sniffs out truffles for harvest in France. The pig is physiologically the closest animal to humans, after apes.

Pigs never squeal in joy. Squeal is a distress call (hungry, angry or uncomfortable). Squeal by the average pig is 100 to 115 decibels.

Goats

Male: Buck

Castrated Male: Wether

Female: Does or Nannies

Young: Kid - Weighing 4-10 lbs at birth

Goats produce milk 8-10 months per year. 1 gallon per day. More goats' milk is drunk in the world than cow's milk. It is more easily digested than cows. There are about 4,000,000 goats in the U.S.



Goats are friendly animals, intelligent, curious, mischievous and playful. Unlike popular belief, they do not eat everything. In fact, they are finicky eaters! Mature bucks give off a strong odor to communicate with does. Goats, like cows, are ruminants.

Some goats (both male & female) have horns; some have beards, some have wattles, some have all three, some have none.

Most of the goats at MLF are Pygmy goats. They are smaller in size. Usually dark gray or black & white. The others are Nubians. Distinguishable by their droopy ears.

Sheep

Male: Ram

Castrated Male: Wether

Female: Ewe

Young: Lamb

Gestation: 5 months



Most of the sheep at MLF are Shetlands. They are small (short) and slow growing sheep with fine wool originating in the Shetland Isles. They are known for their high-quality meat.

Another common breed is the Suffolk. The Suffolk is a tall breed with a black face and beige colored body. Although the lambs are totally black when born, as they age their wool turns light.

Sheep supply us with wool to be spun into yarn. One *sheep* produces anywhere from 2 to 30 *pounds of wool* annually. The average sheep in the U.S. produces 8 lbs of grease wool. (Called grease wool because of the greasy feeling of the wool.) The "grease" squeezed or boiled from the wool is called lanolin. Sheep are also used for food (mutton from mature sheep and lamb from the young ones).

Sheep often eat all facing the same direction. Keeping the wind blowing toward them and within sight of at least 2 other sheep is a natural preservation instinct.

Sheep have a gland between their toes that secretes an odor that "talks" to other sheep.

Chickens

Male: Rooster

Female: Hen

Young: Chicks

Young Female: Pullet

Young Male: Capon (castrated)

Egg incubation: 21 days



Young chicks have an egg tooth used for opening the egg shell. The egg tooth dries up and falls off after the first day.

Chickens do not chew their food. Food is stored in the crop until it is taken in by the stomach. Their food is digested in the gizzard. Chickens swallow small stones or gravel, which helps to digest their food in the gizzard.

Hens start laying at five months old. These small eggs are pullet eggs. The eggs increase in size as the hen gets older.

If the chicken has a red ear lobe it will lay a brown egg. If it has a white ear lobe, it will lay a white egg. The color of the shell does not determine the quality of the egg. Brown, white or blue eggs all taste the same and have the same nutritional value. Eggs are graded by weight, not size. Hens lay only one egg a day. Hens do not lay their eggs when it is dark.

Chickens sit on a roost when it is dark: it is instinctive for them to find a place above the ground to sleep.

The Araucana is called the “Easter Egg Chicken” because they lay colored eggs-blue, green or pink.

There are over 200 varieties of chickens.

Rabbits

Male: Buck

Female: Doe

Young: Kits or Kittens

Gestation: 31-32 days

Giving birth: kindling

Litter Size: 4-10, 3-4 litters per year in northern climates; up to 10 in the south.



The doe pulls soft fur from her chest to make a nest for her babies. The babies are born with their eyes closed and have no hair. The bunnies' eyes open at 10-11 days and come out of the nest at 19-20 days. They are weaned at about 4 weeks. Rabbits can be house broken.

Rabbits have strong back legs with sharp toenails that can scratch. They do have teeth and do bite.

Turkeys

Male: Tom or Gobbler

Female: Hen or Jenny

Young: Poult

Incubation: 28 days

Toms spread their tail feathers, gobble and strut at mating time. Only tom turkeys gobble. Hens chirp.



The loose skin which hangs from the turkey's neck is called the wattle. The turkey uses the wattle in 2 ways. One, it is a cooling device, when the weather is hot the turkey expands the wattle with blood so that it can cool down. Second it is part of a display. Depending on how the turkey feels it may show the wattle to its fullest and reddest or hide it totally.

The snood which hangs from the top of the beak extends when the tom is strutting for a hen or showing off to another tom.

The turkey caruncles are located on the neck and head of the turkey. They are bulbous bumps that are significantly larger on the males as compared to females

Turkeys are the least intelligent of the farm animals. Turkeys are curious and can be taught to eat by placing shiny objects in their food and water to encourage them to peck.

Guineas



Male: Rooster

Female: Hen

Young: Keets

Incubation: 28 days

Identified by their bare head and neck, sleek body & smooth feathers, the Guinea Fowl generally weighs about 1.5 – 3.5 lbs. Raised mostly for their meat, mainly dark meat. They spend the majority of its time digging to find scrumptious insects and worms. They also eat ticks!

Because of the high frequency noise they make, it helps deter mice from sticking around.

Guinea fowl are extremely good runners and use this method, rather than flying, to escape predators.

Peafowl

Male Peacock

Female: Peahen

Young: Peachick

Lifespan: Average 15-20. Some known to live 40-50 yrs.

Incubation: 26-28 days

Peafowl are related to the pheasant family. As they get older, the tail gets longer. They can reach 8 ½ feet long from tip of beak to end of tail. Peafowl mature at about 3 years.



The most common peafowl at MLF is the Indian Blue. The peacock's neck feathers are blue. The peahen's neck feathers are green.

Even though they stay mostly on the ground, peafowl can fly. They actually sleep in trees or other roosting spots off the ground!

Peacocks use their beautiful tail feathers to attract females (peahens) in breeding season. They raise and fan the feathers out, prance and strut while intermittently shaking their wing and tail feathers rapidly which makes a loud rustling sound as they pose and show off their striking feathers. They actually can seem somewhat vain and proud of how they look to the "ladies".

Peafowl love to eat cat food and dog food as snacks but mostly eat cracked corn and other grains as well as bugs, grubs and worms. They are good to have to keep pests from the garden.

The peacock's call is a loud repetitive and shrill "scream" that many have mistaken for a woman's screaming.

Peafowl make good "watch dogs" and will raise a real ruckus if there is unexpected activity at night near their roosts.

Cats

Male: Tom

Female: Queen

The kittens are the favorite of most visiting the farm so knowing a few fun cat facts may be useful.

A cat has more bones than a human being; humans have 206 and the cat has 230 bones. A cat's hearing is much more sensitive than humans and dogs. The cat's tail is used to maintain balance. Cats see six times better in the dark and at night than humans. On average, a cat will sleep for 16 hours a day.



Calico cats are always female. It would be very rare for a calico to be male. The chromosome allowing the 3rd color is found in females. In the rare case it is a male, he will be sterile.



Ducks

Male: Drake

Female: Duck or Hen

Young: Ducklings

Incubation: 28 days (Muscovy 35 days)

Ducks have a flat, rounded bill used for eating water plants. An oil gland located at the top of the tail supplies the oil, spread by the bill over all feathers. Incubated ducklings cannot swim until their oil gland develops. In the wild they are covered by their mother's oil.

Hens lay only enough eggs to cover with her body. Some drakes will take a turn at sitting on eggs.

Most male ducks are silent and very few ducks actually "quack." Instead, their calls may include squeaks, grunts, groans, chirps, whistles, brays and growls. Neither Muscovy drakes nor hens quack.

Ducks are comfortable walking on ice and swimming in icy water because their feet have no nerves or blood vessels making the duck unable to feel cold.

Geese

Male: Gander

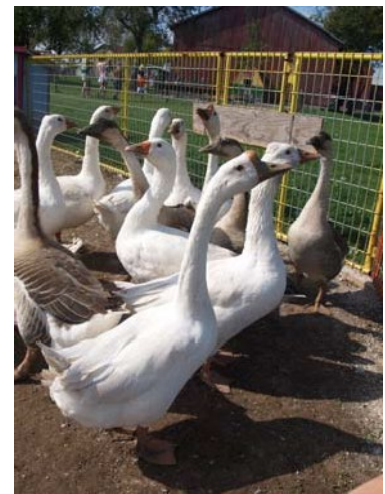
Female: Goose

Young: Gosling

Incubation: 30 days

A goose will line her nest with "down" from her neck. Geese do not need ponds or water. Many are raised on dry land. Unlike many birds where the male is very colorful, and the female dull, the color of plumage is same for the goose and the gander.

Geese are good watch dogs as they honk loudly when strangers come near. As geese get older, they become protective and may chase.



Farm Facts You Should Know

Every guide should memorize these basic facts to get started. Add your own information as you become comfortable.

Keeping in mind at each pen it is a best practice to:

1. Share what the male, female, young are called.
2. How to properly pick-up, hold, & release the animal. Or, how to pet the animal if it isn't to be lifted and held.
3. 3-4 short, interesting facts.

Chickens

- You can tell what color egg a hen will lay by looking at the color of her earlobe. A white earlobe hen will lay a white egg. Red earlobe, brown egg.
- Brown, white and blue eggs all taste the same and have no nutritional difference.
- Hens only lay up to 1 egg a day and never lay eggs when its dark.
- Although we buy our eggs in the store, Sm, Med, Lg, Xlg, eggs are actually graded by weight, not size.

Chicks

- Chicks & ducklings can survive for 3 days without food or water because of the nutrition they receive while still in the egg.
- Chicks have an egg tooth used for opening the egg shell. The egg tooth dries up after the first day and falls off.

Ducks

- Baby ducks born in an incubator are unable to swim until their own oil gland develops. They must have oil from their mother's oil gland in order to swim shortly after birth.
- Duck's webbed feet do not have nerves or blood vessels to they are unable to feel cold. Therefore, they are comfortable walking on ice and swimming in icy water.

Turkeys

- Turkeys are the least intelligent of all the farm animals, but very curious.
- Only tom (male) turkeys gobble. The hens chirp.
- The bumps on the turkey's head are called caruncles. The fleshy "noodle" that hangs over their beak is a snood. The tom's beard is the growth of wiry hair from their breast.

Sheep

- The male sheep is a ram. The female an ewe and the baby a lamb.
- Our sheep are sheared once a year in early spring right before lambing. (giving birth)
- Sheep are the only producers of lanolin which is a byproduct of their wool.

Goats

- Baby goats are called kids. Females, does or nannies. Males, bucks or billies.
- The goat is a ruminant animal. It has 4 parts to its stomach.
- The goat's pupil is rectangular.
- Both male & female goats can have horns & beards.

Teenage Pigs

- The pig is the smartest of all the farm animals.
- They can be taught to do tricks, come when you call their name, walk on a leash and can be housebroken.
- Pigs are very clean animals. They will not play & eat in the same area or potty in the same area they eat.
- Usually only shared with older groups and families: Everything is used from the pig except the oink. Hair is used for hair brushes. Their eyes & heart are used in human eye & heart transplants. Their glands are used in making some medicines including insulin. Skin used on human burn victims. (shared with older groups & families)

Rabbits

- It takes 30 days for a rabbit to have her babies.
- The male rabbit is a Buck, female a Doe, the bunny a Kit (short for kitten).
- The mother pulls her hair out from under her chin to make a nest for her babies.
- They are born with little to no hair ("naked") and their eyes closed.
- It takes 10 days for their eyes to open.

Cows

- Holsteins (black & white) are the most popular cow in WI because they produce the most milk.
- They drink 30 gallons of water a day (or a small bathtub).
- We know our milking cow has had a calf (or baby) or else she wouldn't be able to give us milk.
- The cow chews her food, swallows it, burps it up, chews it, swallows, burps it up...and on and on. On average a cow will chew her food or chew her cud for 8 hours a day.

Calves

- Cattle have no top teeth. They have back upper & lower teeth so chew their food (or cud) in the back.
- Because they don't have top front teeth, they wrap their tongue around the grass to break it off.
- When the heifer calf is 2 years old, she can be bred to have a baby.

Sows

- It is called farrowing when a sow has her babies
- The average size of a litter is 10 piglets & the piglets weigh about 3lbs at birth.
- The gestation period for a pig is 3 months, 3 weeks, & 3 days and many farmers add, "3:00 in the morning."
- Within the first 48 hours piglets determine which teat is theirs. Piglets nurse from the same teat every feeding. The front teats give more milk than the back ones, so the piglets nursing at the front usually gain weight quicker. The ones toward the back are smaller and are known as "runts of the litter."

Peafowl

- The male is called a peacock and has blue neck feathers & the beautiful tail feathers.
- The female, called peahen, has green neck feathers.
- Many farmers use the peacock as a watchdog.
- Most common breed is the Indian Blue.

Safety is Everybody's Business

At Mulberry Lane Farm (MLF) our main goal is to educate children and adults about farm animals. In order for this experience to be most beneficial and enjoyable, SAFETY is of maximum importance. All managers, tour guides, farm workers etc., should have the daily goal of preventing accidents from the time you arrive, each and every day, until you leave.

A safe field trip not only helps make it a successful field trip, but as everyone knows, our society holds businesses and individuals 100% accountable for their services provided and activities. Legal action can be taken at the slightest infraction.

The following list outlines areas where safety may be violated by a lack of knowledge or a breach of quality care by all employees of MLF.

Although MLF is somewhat protected by the 2013 Wisconsin Legislative Act referencing Agricultural Tourism Liability, we must still insure we are doing our part in preventing any type of injury on the farm. Please read the Notice at the farm entrance for more details on Act 269.

Parking Lot

When available, and always on busy days, a person should be assigned to the parking lot to direct buses, vans, and cars. Make sure our guests do not get in the path of incoming or outgoing traffic.

Where possible, buses, vans and cars should be parked so that groups that have just checked in are not crossing the path of incoming traffic.

Holes in the parking lot should be filled in with dirt so visitors do not step in them and twist their ankles or knees. If you find a hole, let Farmer Pat know at your earliest convenience.

Tour Area

1. Animals that bite or buck should be removed from pens that people visit. If you encounter an animal that is "acting up," bring it to management's attention at your earliest convenience. NEVER discuss in the presence of our guests or announce over radio.
2. Our guests should be instructed to pet the rabbits on their backs or behind their ears.
3. Do not allow guests to go behind the milking cow. You never know when she may want to quickly stretch her legs.
4. Be aware that turkeys have a tendency to peck at shiny objects such as buttons, snaps, necklaces, sun reflection on eye glasses etc. Therefore, we encourage our guests not to stand in front of a turkey or too close to the fence.
5. At times we do turn off electric fences and at times they must stay on. Depending on what

animal(s) are being penned, Farmer Pat will let the management know. This is one area that the communication book is a good thing to reference or check with the manager on the status of the fences for the day. The front pasture has a light indicating the fence is on. If the light is off, it is safe to assume the fence is off. However, never encourage our guests to touch the fence whether it is on or off.

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7. Holes should be filled with dirt, so guests do not step in them and twist an ankle or knee.
8. Restroom floors and portable toilet (porta john) floors should be cleaned every day and be ~~kept~~ dry.
9. All tools such as shovels, rakes, forks, water hoses, buckets for washing tables, electric cords and wheelbarrows should be put away or out of reach of guests after they are used.

Hayrides

1. All guests should be individually helped on and off the hay wagon to assure no one falls.
2. All riders should be sitting down at all times.
3. An adult must sit on the end bales closest to the hay wagon opening (entrance).
4. Guests should be told to keep their chins off the rails.
5. Pregnant women should be warned that the ride is bumpy.
6. The chain should be secured in the back after the group is loaded.
7. Make a visual inspection of hayride tires. If they look low bring it to Farmer Pat's attention.
8. Before the hayride departs on the ride, the tractor driver must receive a "thumbs-up" signal from the tour guide indicating that underneath the wagon and the surrounding area has been thoroughly checked for animals and touring guests.

Picnic and Play Areas

1. During the lunch rush, tour guides should patrol the picnic and play areas to pick up litter, empty garbage cans as needed, and to prevent horseplay.
2. Picnic tables and benches should be checked for sturdiness and exposed nail ends that may poke or scratch our guests.

In Case of Accidents

2. If an accident happens stay calm and send an adult from the group to get the manager. When the manager arrives, remove the group from the immediate area and continue the tour as if nothing happened.
3. The manager will make the decision in regard to the injured person and what action is necessary.
4. If you witness an accident, record in writing what you saw and hand statement to management.
5. If an animal, structure, or piece of equipment is involved in an accident a picture should be taken of it.
6. If there is something such as an animal pen, shelter, structure or a piece of equipment that you feel is not 100% safe, please report it to a manager, NOT our guests.
7. Never announce injured animals or safety hazards over the 2-way radios. Radio for a manager to meet you at a location and personally convey message.
8. Human error is to blame for 95% of all accidents. Through awareness you can prevent accidents with a conscientious and caring attitude.

Your Safety

Mulberry Lane Farm is concerned not only for the safety of our guests but of our valued employees. We are committed to a strong safety program that protects its staff, its property and the public from accidents.

Employees at every level, including management, are responsible and accountable for the company's overall safety initiatives. Complete and active participation by everyone, every day, in every job is necessary for the safety among all workers on the job site.

Management supports participation in the program by all employees and provides proper equipment, training and procedures. Employees are responsible for following all procedures, working safely, and, wherever possible, improving safety measures.

An injury and accident-free workplace is our goal. Through continuous safety and loss control, we can accomplish this.

Responsibilities

☐ Management:

Will provide and maintain as far as possible:

- a safe working environment
- safe systems of work
- grounds, animal pens & farm buildings in safe condition
- information, instruction, training and supervision that is reasonably necessary to ensure that each worker is safe from injury and risks to health
- a commitment to consult and co-operate with workers in all matters relating to health and safety in the workplace
- a commitment to continually improve our performance through effective safety management.

☐ **Workers:**

Each worker has an obligation to:

- comply with safe work practices, with the intent of avoiding injury to themselves and others and damage to the farm, animals, pens and equipment
- take reasonable care of the health and safety of themselves and others
- wear personal protective equipment and clothing where necessary
- closed toe shoes, & other work safety clothing as discussed during orientation
- comply with any direction given by management for health and safety
- not misuse or interfere with anything provided for health and safety
- report all accidents and incidents immediately, no matter how trivial
- report all known or observed hazards to the farm manager or farm owners.

After reading the “Safety is Everybody’s Business” section be sure to sign and turn in your signed paper found at the back of this Tour Guide Book.

Safety is Everybody's Business

As a new hire at Mulberry Lane Farm (MLF) you have gone through an extensive orientation process. We have covered guidelines and information needed to be a successful and safe employee. At any time, if you have any questions, please do not hesitate to ask. Communication is **KEY!**

Safety procedures are part of all new employee orientation.

- ☐ As a new employee you have been trained in safe procedures for all tasks associated with your job description.
- ☐ As a new employee you understand how to prevent accidents and injuries.
- ☐ As a new employee you understand the order of action of any violation of Mulberry Lane Farm policies.
 - 1. Verbal warning
 - 2. Written warning
 - 3. Meeting with farm manager and farm owners to discuss if correction of violation is possible or if immediate termination is in order.

I have read, understand and agree with the Mulberry Lane Farm's safety policy:

Dated: _____

Signature: _____

In case of an Emergency

1st contact: _____

Relationship: _____

Best number to reach them at: _____

2nd contact: _____

Relationship: _____

Best number to reach them at: _____

Training Reimbursement Agreement

As a new hire at Mulberry Lane Farm (MLF) you will go through an extensive orientation process. We will attempt to cover most of the guidelines and information needed to be a successful tour guide at MLF. At any time, if you have any questions, please do not hesitate to ask. Communication is **KEY** at MLF.

Your training will consist of two (2) paid training days at which time you will shadow a tour guide and also have the opportunity to lead a tour with a trained guide assisting you.

We have found that our guides should be able to tour solo by the end of the 2nd day of training. If you feel additional shadowing is needed, you are welcome to do so but the additional time would not be compensated by MLF.

Additionally, payment for your two training days will not be given until the end of the season you were hired. Example: you are hired in September for our Fall season. You will be paid for training the last paycheck issued at the end of October.

If you leave our employ prior to the end of the season in which you were hired, you forfeit reimbursement of your training days.

I have read, understand and agree with the Mulberry Lane Farm's Training Reimbursement policy:

Dated: _____

Training to be paid approximately _____
if I do not leave Mulberry Lane Farm prior to this time.

Signature: _____