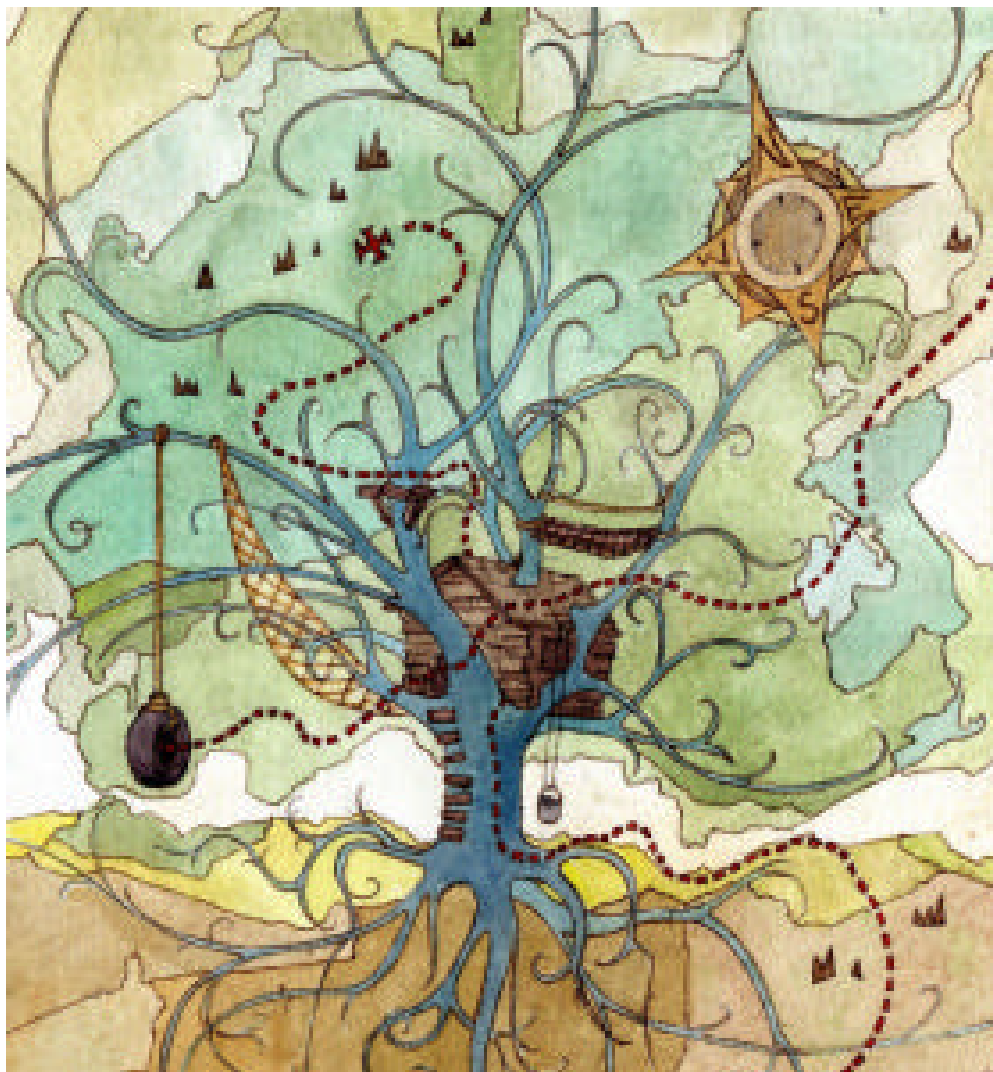


NEEEA 2011 CONFERENCE

Navigating New England Environmental Education:
Charting a Course to an Environmentally Literate Future



October 21–23, 2011

at Prindle Pond Conference Center in Charlton, MA



The 45th annual New England Environmental Education Alliance (NEEEA) Conference is proudly presented by The Massachusetts Environmental Education Society (MEES).

Prindle Pond Conference Center Charlton, MA



This Nature's Classroom facility is located on 500 wooded acres on the shore of Prindle Pond in Charlton, Massachusetts. The site is centrally located for the

convenience of our New England-wide guests to NEEEA 2011. It also offers a variety of rooming options, a wind turbine, trails for workshops as well as pond views, campfire options, and more!

Conference Schedule

Friday

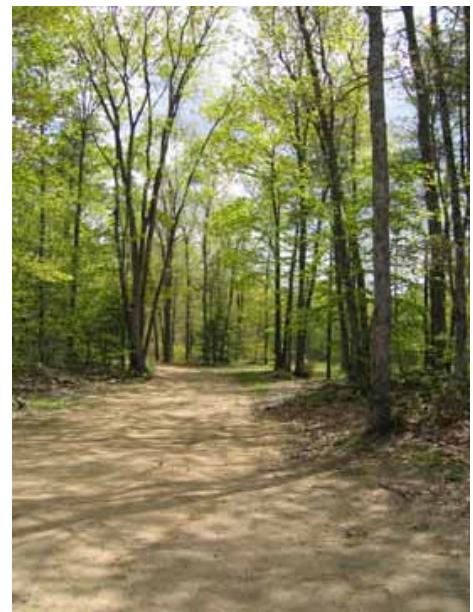
1:00-5:00pm	Field Trips
4:00pm	Check In Opens
6:00-7:00	Dinner
7:30-8:30pm	Keynote Speaker
9:00pm	Campfire

Saturday

6:30am	Yoga/Morning Walks
7:30-8:30am	Breakfast
9:00-10:30am	Workshop A
10:45-12:15pm	Workshop B
9:00-12:00pm	Workshop AB
12:00-1:30pm	Lunch
12:45-1:15pm	State Meetings
1:45-2:45pm	Keynote Speaker
3:00-4:30pm	Workshop C
4:45-6:15pm	Workshop D
3:00-6:00pm	Workshop CD
6:30-7:30pm	Dinner & Awards Ceremony
8:00-9:30pm	Gaia Roots Entertainment & Campfire
9:00-10:00pm	Stargazing with Arunah Hill Astronomers Society

Sunday

7:30-8:30am	Breakfast
9:00-11:00am	Workshop E
11:15-12:00pm	Closing Ceremony
12:15-1:15	Lunch



Keynote Speakers & Entertainment

Friday Evening with Julian Agyeman Ph.D. FRSA

Professor and Chair, Urban and Environmental Policy and Planning at Tufts University



Julian's current research interests critically explore aspects of the complex and embedded relations between humans and the environment, whether mediated by institutions or social movement organizations, and the effects of this on public policy and planning processes and outcomes, particularly in relation to notions of justice and equity. With over 150 publications, his recent books include *Environmental Inequities Across Borders: Local Perspectives on Global Injustices* (2011 MIT Press) and *Cultivating Food Justice : Race, Class and Sustainability* (2011 MIT Press).

Saturday Afternoon with Coleen O'Connell

Division of Interdisciplinary Inquiry at Lesley University

Coleen's teaching and scholarship have been focused on expanding the definition and underlying notions of Environmental Education to be that of Ecological Teaching and Learning integrated across the curriculum. She is focused on changing the code for education such that education becomes the practice of educating for ecological global citizenship replacing the present system of educating for global consumerism and competition. Sustainability, systems thinking, deep ecology, intentional communities, and traditional indigenous knowledge are key concepts woven into her teaching practice.



Saturday Night

Gaia Roots-World Music Ensemble

Check them out at: www.gaiaroots.com
and myspace.com/gaiarootsmusic

Inspired by roots music from W. Africa, the Caribbean, and around the world, Gaia Roots blend drumming, dance, vocal harmonies, and story into a unique weave of traditional music and original creations.



Sunday

Closing Ceremony with Troy Phillips

For the Closing Ceremony, let us gather and bring our hearts and minds together in a blessing for our present and future generations. Led by Troy Phillips, participants will gather in a circle and hold hands. Troy will smudge everyone in the circle with sage to cleanse them and bring good thoughts, energy and feeling to the circle. As we all stand in community, Troy will also offer a prayer of thanks in his traditional Nipmuc language. Troy Phillips is a Nipmuc Native American and was a former Commissioner On Indian Affairs for the State of Massachusetts from 2003 till 2010. He is an advocate on many native issues especially pertaining to sacred sites. Troy belongs to several native organizations in the region. He is a Native American actor who was in [We Shall Remain: After The Mayflower](#). During his free time, he and his family travel to attend powwows to dance and sing. He is a traditional native teacher and artist whose work has been displayed throughout the region. Troy currently works for an Environmental Service company.

Friday Field Trips

Enjoy one of these field trips on your way to or from the Conference!

Self-Guided Options

(No sign-ups necessary)



Capen Hill Nature Sanctuary, Charlton, MA

Maps available onsite. The visitor center will be open on Friday, 9:00am-2:00pm.
<http://www.capenhill.org/>

Mass Audubon's Broad Meadow Brook, Worcester, MA

Nature Center: Tuesday through Saturday, 9:00am to 4:00pm, Sunday, 12:30 to 4:00pm.
Trails: Open every day, dawn to dusk.
<http://www.massaudubon.org/>

EcoTarium, Worcester, MA (Sunday only)

Please show your conference registration for half price general admission to the EcoTarium. One discounted admission for per registration. If you teach at a public, private or parochial school...show your work ID and receive free general admission. This offer is only available for 10/23/11. (Museum hours on Sunday are 12:00-5:00pm)
<http://www.ecotarium.org/>

Guided

(Sign ups required with conference registration)



Hodges Village Dam Tour

Friday, 1:00pm

Join Ranger Jamie Kordack for a tour of the dam. Learn about the history of the dam, the Army Corps of Engineers, flood control and the surrounding natural resources. Tour will last approximately 45 minutes. Limit 25 participants.

Blackstone River Canoe Trip (\$20 additional fee)

Friday, 1:00-4:00pm

The Blackstone trip will be lead by Sheryl Farnam of Mass Audubon and Ranger Chuck Arning from the national park service. Program includes canoeing on the Blackstone River and three different talks on environmental issues surrounding the dam and waterways.

All abilities welcome. Limit 12 participants.

Birds, Bards, and Beets: A Tour of Thoreau Country

Friday, 12:00-4:30pm

Meet up at Mass Audubon's Drumlin Farm Wildlife Sanctuary to join Kris Scopinich, Education Manager & Tia Pinney, Teacher Naturalist for a whirlwind tour of farms, fields, forests, rivers, and places of literary and cultural significance in Thoreau Country, an area rich in conservation, agriculture, history and literature. Starting at Drumlin Farm, we'll then try to hit all the "stops" (and possibly add a few more along the way) including Walden Pond, Estabrook, Egg Rock, Old North Bridge, Old Manse, and Great Meadows National Wildlife Refuge. During our travels, we'll simply enjoy the fresh air and camaraderie as we explore together.

A1 Back to the Future: SELU Today, Environmental Literacy Tomorrow*Meg Edstrom, Outreach Director; Ferry Beach Ecology School*

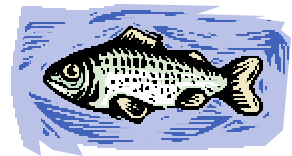
SELU's (*Science and Ecology: Live and Unplugged!*) sequential, place-based model builds upon cumulative, field-based instruction in school settings, residential EE centers, and ecosystem exploration. Workshop will address SELU's inception and programmatic elements, discuss assessment strategies and techniques, and include hands-on application of programmatic elements.

A2 A River Runs Through It – What Nature Teaches Us About Life*Bradford Glass, Leadership Coach*

As environmental professionals, we learn a great deal about nature. As human beings wanting to make a difference, in life and planet, we can learn from nature. Using both leader and participant examples, we'll explore what nature teaches about living with more creativity, intention, balance, awareness, resilience, acceptance and reverence.

A3 Field Investigations and Other Fish and Wildlife Conservation Education Tools*Dr. Judy Silverberg, Education Programs Supervisor; Concord NH**Maryilyn Wyzga, Wildlife Educator; NH Fish and Game Department*

Join forces with a national movement elevating conservation education in all settings, using an array of new tools developed by state fish and wildlife agencies. Experience activities and materials on field investigations, observation skills and core concepts from the North American Conservation Education Strategy. Learn how you can use these tools in partnership with your state agency in this hands-on, informative workshop.

**A4 Environmental Education is Dead, Long Live Environmental Education!***Ryder Scott, Program Director; Bryant Pond 4-H Camp and Learning Center**Drew Dumsch, Executive Director; Ferry Beach Ecology School*

The days of environmental education being nature hikes and indoor lessons is over. Environmental literacy must inspire change for a sustainable planet and healthy humankind. We'll challenge you to think beyond traditional EE definitions/boundaries towards an education model of system thinkers who take a holistic approach to living and learning.

A5 Games to Illustrate Human Sensation, Perception, Assumptions, Learning, Decision Making and Responding*Dr. Ronald Shapiro, Independent Consultant; Providence, RI*

Understanding the natural environment and designing man-made environments and tools such as offices, aircraft, automobiles, computer interfaces and homes is enhanced by understanding how we gather information about the environment and respond to it. Come, participate, learn and have fun participating in activities showing how we process information.

Please support our sponsors!



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Title Sponsor!

B1 Foraging our fields and forests for food, art and function!*Aimee Gelinas, Musician and Cultural Environmental Educator; Tamarack Hollow*

Learn how to identify, collect and utilize plants, berries, roots and bark to create teas, dyes, cordage and snacks. View a photo presentation from the Tamarack Hollow nature photo collection and learn tips in identifying the plants, trees and shrubs that provide the ingredients, what time of year is best to collect them and simple directions for utilizing them.

Handouts provided. Participants will engage in hands on learning methods for identifying, collecting and utilizing native and non-native trees, plants and shrubs from our mountainous forests and fields. Workshop may include outdoor exploration if weather permits.

**B2 What every citizen should know: Environmental Literacy***Bora Simmons, Director; National Project for Excellence in Environmental Education*

Recent efforts have yielded a series of documents that detail important "literacies:" ocean, climate, atmospheric science, and energy. Each is important, but how can they be integrated throughout the curriculum into a meaningful whole? Starting with NAAEE's *Guidelines for Excellence (K-12)* environmental literacy framework, we will explore these various literacies and their interconnections.

B3 Passing the Torch*Elizabeth Lemire, Lower School Science Specialist; Dwight Englewood School*

All *Passing the Torch* workshop participants will experience the process of engaging children in the natural world and issues of social and environmental justice. We will begin with a brief talk and video clips that are humorous and thought provoking. After a short discussion, the students will introduce and lead activities each has experienced according to their age level.

B4 Firefly Watch: A Ready-made Citizen Science Project for your Organization*Don Salvatore, Science Educator/Firefly Watch Citizen Science Coordinator; Boston, MA*

Everyone loves fireflies, but most people know almost nothing about them. Firefly programs can be a great way to draw new visitors to your institution. In this workshop you will learn some firefly natural history, be introduced to the Firefly Watch Citizen Science Project and hear about firefly programming you can offer your visitors.

**B5 What Comes After Environmental Literacy?***Adrian Ayson; EEMatters*

When the time comes that most people "understand how natural systems and human social systems work and relate to one another" and "combine this understanding with personal attitudes and experiences to analyze various facets of environmental issues" do we then hang the "mission accomplished" banner? Or do we have more work to do before environmental literacy translates into behavior? Join this informal roundtable as we envision the post-environmental literacy world.



Share what you do with us! As a participant or presenter at NEEEA 2011, exhibiting is free!

At the conference make sure to save time to check out the exhibit hall!

Not attending but want to exhibit? Contact us for options!

Saturday Workshops

Session AB

9:00-12:00pm

AB1 School Grounds as Dynamic Learning Landscapes

Elizabeth Cooper, Designer, Educator, Naturalist, Outdoor Guide & Landowner Consultant

Transformation Through Intentional Planning and Design From a perspective of intentional planning this workshop will focus on re-imagining school grounds to be dynamic centers of outdoor learning and play that provide a diversity of recreational offerings, enhance local ecology, reflect unique location and community context, and that weave curricula into the landscape.

AB2 Thinking In Systems: Games and activities to encourage a systems way to teach

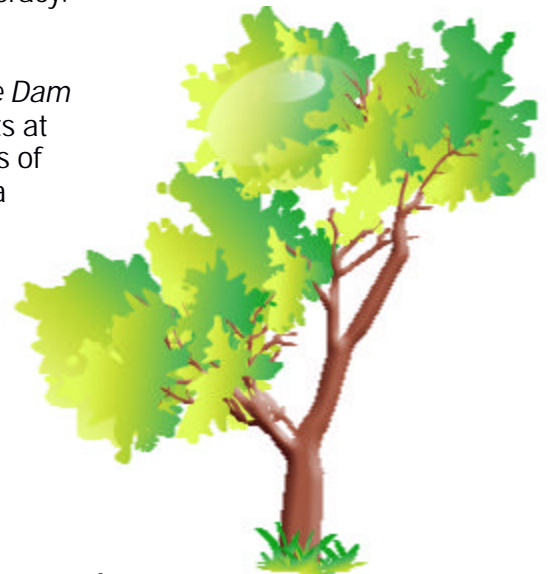
Coleen O'Connell, Faculty/Director; Lesley University

One of the 21st century skills we must cultivate in both ourselves and our students is systems thinking and the creation of system thinkers. In this workshop we will do a quick overview of systems theory, and then begin to experience through games and activities the ways in which system thinking can shift our teaching and learning environments and our general ecological literacy.

AB3 Educational Travels with a Park Ranger

Jamie Kordack, Park Ranger; Buffumville Lake and Hodges Village Dam

Park Ranger Jamie Kordack works here in Charlton, Massachusetts at the two largest "green spaces" in this region. With over 1200 acres of resources, you are invited to travel with Jamie as she takes us on a field trip to Buffumville Lake. Come explore what she has to offer fellow educators.



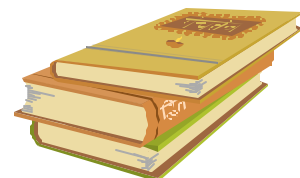
Greening the Conference

Nature's Classroom is committed to offsetting the ecological impact of the Prindle Pond Conference Center. Take some time to tour our composting project, check out our solar arrays, or gaze up at our wind turbine. Over 30% of the Prindle Pond Conference Centers electricity comes from renewable resources. Check out www.neeea.org for updates on *Greening the Conference!*

Silent Auction



Have an interesting item to give away?
Want to help the scholarship fund?
Bring something for the silent auction!



C1 Water, Climate and Population: Teaching about Human Impact with Population Connection

Dr. Diana Payne, Assistant Professor and Education Coordinator; Connecticut Sea Grant

Looking for ways to incorporate critical thinking and creative problem solving techniques? In this hands-on, interdisciplinary session we will explore impacts of natural and human activities on our planet's water and climate. Participants will receive lots of resources, including a CD-ROM of activities from Population Connection.

C2 Seeing the Forest Pests for the Trees: Engaging Communities in Invasive Species Detection

Stacy Kilb, Asian Longhorned Beetle Outreach Coordinator; Mass. Dept. of Agricultural Resources

Wondering where educators and their students fit in the battle against forest pests? In this interactive workshop we will review what is being done about Asian Longhorned Beetle and other invasive species and how educators can help. Experience hands-on activities to use in your classroom or program and leave with the tools you need to succeed!

C3 Educating Young Children about the Environment

Bora Simmons, Director; National Project for Excellence in Environmental Education

This highly participatory workshop introduces recognized tools that will help you develop programs for young children, focusing on ages 3-6. Participants will receive a copy of NAAEE's *Early Childhood Environmental Education Programs: Guidelines for Excellence*.

C4 Eco-Rabbis and Mystic Farmers: Reclaiming Judaism's Ancient Environmental Wisdom

David Arfa, Storyteller/Environmental Educator; Shelburne Falls, MA

This workshop will introduce participants to a variety of Judaism's teachings, holidays, actions and mythic stories that help reconnect us to the sacred via Land, Community, Cosmos, and Ourselves. In addition, participants will learn about the evolution of this new field of Jewish Environmental Education.

**C5 EmPOWERing Students: Fight Climate Change by Harnessing the Forces of Nature for Renewable Energy**

Michael Caduto, Director; Programs for Environmental Awareness & Cultural Exchange

This entertaining workshop is about empowering youth to fight climate change by transforming natural forces into renewable energy. Participatory demonstrations show how to produce useable electricity from the sun, wind and bicycle generator. Draws from Michael Caduto's new book: *Catch the Wind, Harness the Sun: 22 Super-Charged Science Projects For Kids*.

C6 Boston Youth Environmental Network

Dawn Chavéz, Director; Boston Youth Environmental Network (BYEN)

To date, nearly 150 public and private sector environmental education providers participate in the network. By *convening* a broad spectrum of stakeholders, *connecting* them to each other in service to our urban youth, *sustaining* these connections through comprehensive programs that leverage individual organizational strengths, and consistently *measuring* and *evaluating* program impacts, BYEN is transforming the way that the City's children in grades K-12 experience hands-on science and environmental education and related employment opportunities. Join Dawn Chavéz in a discussion among session participants around strategies for networking and forming communities of practice in Environmental Education, accessing Environmental Education resources for teaching and learning, and building partnerships between schools and EE program providers in your community.

C7 "Plugging In", Outdoors! : Integrating Technology into Environmental Education

Kris Scopinich, Education Manager; Drumlin Farm Wildlife Sanctuary

Let's talk about the positive aspects of using technology as a tool for engaging and learning about the environment. From critter cams to mobile mappers to computer games, we can use technology to bring people closer to nature, support data collection and analysis, and help kids think ecologists. We will review recent research that demonstrates how and why technology engages new audiences as well as how to best leverage this tool to teach and practice ecological thinking. There is much discussion on getting kids "unplugged", let's think about how to use technology and "plug them into" the environment.

D1 Local Watershed Navigation

Jim Laffley, Education Program Coordinator; DCR Water Supply Protection

By exploring a local watershed through maps, history, habitats, literature, math, and science, an educator can create a unit or programs. Connections can be made to the local school curricula and state frameworks. Both natural and human histories are essential to understanding a watershed's importance to the local community. Participants will engage in a number of hands-on activities for different age levels. A unit example will be distributed and curricula connections will be discussed.

D2 Demystifying the Process of Bird Watching: Observe, Identify, Recognize

Alexander Dunn, Independent Educator; Boylston, MA

How do advanced bird watchers identify a tiny warbler in just a flash? In this workshop we will explore how advanced birders use the eye/brain connection to make snap judgments and discuss how educators can utilize close observation and field notes to develop bird identification skills at any age.

D3 Creating a Culture of Nature Appreciation in a Public School

Ted Watt; Hitchcock Center for the Environment

At the RK Finn Ryan Road Elementary School in Florence, Mass, we have created a public school culture of studying and appreciating nature. We've achieved this through a four-year-long, team approach using classroom field trips, teacher professional development, district-coordinated curriculum development, and community involvement. Our team includes classroom teachers, principal, environmental center staff naturalist, students, parents, community members, our local education foundation, and a really cool vernal pool. We want to share with you how we got where we are now. And we want to offer you an opportunity to develop a plan to bring together the players in your community that could help you with a similar project.

D4 Conservation's Next Generation: Engaging and Empowering Urban Youth: The Nature Conservancy's LEAF Program

Meg Connerton, Director of Operations; Massachusetts Chapter of The Nature Conservancy

Brigitte Griswold, Director of Youth Programs; Nature Conservancy

This session will introduce participants to The Nature Conservancy's Leaders in Environmental Action for the Future (LEAF) Program, a 16 year partnership model with environmentally themed high schools in urban areas designed to engage diverse youth as active leaders in the conservation movement. The Nature Conservancy in Massachusetts will be rolling out this program in Boston schools in 2012. Modeled after the principles of successful youth development, the program provides underserved youth with sustained exposure to urban and natural ecosystems during critical adolescent years, introduces students to viable career paths in environmental fields, and creates lifelong advocates for conservation in the 21st century. Session leaders will share lessons learned and debut the results of the first ever longitudinal alumni survey to measure the program's impact. Session leaders will also be seeking feedback as to how to better engage Boston-based youth, communities and partners in TNC's mission.

D5 Service-Learning: Impacting Learners for Life to Become Environmentally Literate & Effective Citizens

Barbara Fiore, Education Consultant; KIDS Consortium

Learn how to use service-learning as a teaching strategy to engage your students to identify and research environmental problems in your community, explore solutions, and implement projects. By building partnerships with community members working on local needs, students learn how to effect positive change in the world. Learn about environmental service-learning projects from around New England.

D6 Defining Your Online Strategy

Adrian Ayson; EEMatters

It's no longer a question of whether your organization or program should use Facebook/Linked-In/Twitter/YouTube and other online tools. It's about your over-all strategy for harnessing all the online technologies available for learning and communication. We'll take a look at how you can utilize the elements of the digital world (Web sites, social networks, blogs, webinars, podcasts, etc) as essential adjuncts to your programs and how you can build comprehensive campaigns for awareness, learning, networking, and support.

Saturday Workshops

Session CD

1:45-4:45pm

CD1 **Carbon Storage in Your Local Forest**

Sarah Silverberg, GLOBE Carbon Cycle Project Coordinator; University of New Hampshire

Do trees in your backyard store more or less carbon than the global human population? How will carbon storage change if forested areas are converted to baseball fields, parking lots or houses? Come learn how field data collection can bring the global carbon cycle to a local level.

CD2 **Practical Program Evaluation**

Deb Sugerman, Consultant; Experimental Concepts

How do you know if your program actually does what you say it does? In these times of accountability, we are being asked to verify program outcomes with hard data collected in a systematic fashion, not anecdotal information collected sporadically. In this workshop you will learn how to connect program goals and outcomes with evaluation strategies. You will leave with a simple evaluation plan for your program and the tools to accomplish it.

CD3 **Bark: Get to Know Your Trees**

Michael Wojtech, Author

The traits typically used to describe trees—leaves, twigs, and buds—are often not clearly visible or seasonally absent. Join Michael for an indoor/outdoor exploration of bark, which is always visible, in any season. You will learn about a system for distinguishing bark characteristics and discover clues to bark ecology.

Sunday Workshops

Session E

9:00-11:00am

E1 **GPS Challenge: Navigating with Experiential Education**

Larry Chambers M.Ed, Nature's Classroom; Prindle Pond Conference Center

Working in teams, participants use maps, compasses and GPS receivers to navigate to find specific "GPS" locations. By design, GPS Challenge applies innovative teaching methodologies and requires participants to work as a team, logically solve problems and apply leadership skills.

E2 **Teaching Product Lifecycle using Inquiry Based Lessons**

Daniel Gross, Teacher; Valleyview Middle School and Centenary College

Learn how to teach product lifecycle to students age middle school through college. Using hands-on activities, music, and inquiry based lessons this workshop will take you through lessons that connect students to the impact of everyday products.

E3 **Growing Up WILD: Exploring Nature With Young Children**

Stephen Deflorio, Teacher/Naturalist; Apple Valley Montessori School

Learn about this national early childhood initiative that builds literacy skills and environmental appreciation among early learners through participation in engaging wildlife-based hands-on activities. Connect with nature and many of its wonders through music, movement, play, and art.

E4 **Field Exploration of Nature's Classroom**

Beth Short, Director of Program Development and Communication; Nature's Classroom Inc.

Get outside and explore a variety of forest habitat and wetlands while discovering the relationships existing within and between our natural and manmade systems. This walk is perfect for educators from a wide range of backgrounds. Whether you are a classroom teacher or a non-formal educator, take some time away from the main conference campus to center yourself in the natural world.

E5 **The Nuts and Bolts of Being a Naturalist**

John Foster, Executive Director; The New England Naturalist Training Center

A free ranging discussion from a field tested, business experienced naturalist on the sticks, stones, nuts and bolts and business of being a Naturalist. How do you rent a mailing list? How to best rot a road-kill for the skull? How to develop innovative programs that will get people in the door? First steps in writing a grant? How do you become successful?

Registration Form

NEEEA Conference 2011

Register online through the NEEEA website at www.neeea.org or mail in this form.

Registration Information

Name: _____
Title: _____
Organization: _____
Mailing Address: _____
City: _____ State: _____ Zip: _____
Email (required): _____
Work Phone: _____
Home and/or Cell Phone: _____

Workshop & Field Trip Selections

	1st Choice	2nd Choice
Friday Field Trip	_____	_____
Saturday Session A	_____	_____
Saturday Session B	_____	_____
Saturday Session AB	_____	_____
Saturday Session C	_____	_____
Saturday Session D	_____	_____
Saturday Session CD	_____	_____
Sunday Session E	_____	_____

Registration & Accommodation Packages

2 nights-single room w/private bath \$400
2 nights-double room w/private bath \$350
2 nights-random assignment (by gender) \$300
2 nights-camping \$200
1 night single room w/private bath \$225
1 night-double room w/private bath \$200
1 night-random assignment (by gender) \$175
1 night-camping \$125
Day commuter
(1 meal, workshops, keynote) \$100
Friday Evening Commuter-Dinner & Evening entertainment \$50
Spouse rates
2 nights & 6 meals, no workshops \$300
1 night & 3 meals, no workshops \$150

Scholarships

I would like financial aid & will reduce my registration fee by \$50 or \$100.

I understand that scholarships are limited and are available on a first come, first served basis. I will be contacted if scholarships are no longer available.

Bring Along

I will be bringing an Exhibit
Please note, spaces are first come, first served for conference participants and presenters.

I will bring Silent Auction Item(s)

Carpooling

Check this box to receive a list of participants in your area to arrange travel.

Fees

Registration Package(s) _____
Field Trip Fee _____
"Greening the Conference" Donation _____
Presenter Discount (-\$50) _____
Early Bird Discount (by 8/31/11) (-\$10) _____
State EE Membership Discount _____
Please circle which in group your membership is current
COEEA NHEE MEEA MEES RIEEA SWEEP

Scholarship (-\$50 or -\$100) _____

Total Amount Enclosed

Please make your check payable to NEEEA.

Send Registration to:

NEEEA 2011 Registration
c/o Robin Stuart
Drumlin Farm
208 South Great Road
Lincoln, MA
01773

Once your registration is processed, confirmation will be e-mailed to you.

For questions about registration, contact Robin at 781-259-2217 or rstuart@massaudubon.org.

Please note: By attending the 2011 New England Environmental Education Alliance (NEEEA) Conference, you as the participant, give NEEEA permission to photograph you and use your likeness to promote NEEEA. If, due to safety or personal reasons you wish not to appear in photos, please alert the photographer when they are taking pictures in your presence and they will do their best to accommodate your needs.