Thank you for your interest in booking an academic program with Dogwood Canyon Audubon Center.

Our center is located in a 3,000+ acre greenbelt within the White Rock Escarpment that extends northward from the Texas Hill Country. The ecosystems of east, west, and central Texas converge in this region.

Ideally situated in the southwestern quadrant of Dallas County, we typically see students from schools located in Dallas, Cedar Hill, Grand Prairie, Duncanville, DeSoto, Lancaster, Arlington, Mansfield, Midlothian, Waxahachie, Red Oak, Lewisville, Irving, Garland, Richardson, Fort Worth, Alvarado, Frost, and other surrounding cities.

We offer a variety of programs at our center, on your campus, and at third-party facilities.

Many of our programs utilize our live education animals, including an American Kestrel (bird of prey), turtles, snakes, and snails.

Please feel free to reach out to our staff with questions.
Request a booking for your next program online at http://dogwood.audubon.org/academicprogramrequest.

This is an EXCELLENT program! The students absolutely love coming and learning.
- Teacher at High Pointe Elementary, Cedar Hill ISD

Great hands-on experience. Our students enjoyed their visit here.
- Teacher at Robert E Lee Elementary, Grand Prairie ISD
# ACADEMIC PROGRAMS 2019-2020

Book Programs at [http://dogwood.audubon.org/academicprogramrequest](http://dogwood.audubon.org/academicprogramrequest)

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<tr>
<td>Eco Investigations with Reptile Encounter</td>
<td>Expedition field trips led by Audubon educational staff/volunteers and <a href="https://www.tmn.org">Texas Master Naturalist</a> educators, designed to strengthen critical thinking skills across multiple disciplines and incorporate hands-on, inquiry-based learning strategies linked with state-mandated Texas Essential Knowledge and Skills objectives for grades K - 8. Students fortify their scientific observation and identification skills and gain knowledge to become a steward of our natural resources. The program combines engaging classroom training and outdoor explorations to discover and learn about plant and animal adaptations, habitats, and specific Texas ecosystems. Students document their discoveries in their scientific field journals along the way. During every Eco Investigations program (weather-dependent), students take a guided hike through our canyon forest habitat to learn how all living and non-living things interact and depend on each other for survival. Students also meet our resident reptiles up close and explore what enables them to survive in their environment. Students will participate in a variety of other activities depending on their grade level. Some of these may include conservation action projects such as removing invasive species or making seed balls to benefit our endangered Blackland prairie. Special program customization is available to address specific student expectations and/or benchmarks. We can also bring this program to your campus with appropriate alterations based on your natural resources.</td>
<td>Grades K-8</td>
<td>Dogwood Canyon or Your Campus</td>
<td>$8.25/student Chaperones at no cost up to 1:7 ratio. We require chaperones at a 1:10 ratio. $206.25 minimum (equivalent to 25 students) 150 student maximum</td>
</tr>
</tbody>
</table>
### Eco Investigations with Live Bird of Prey Encounter

Our signature 4-hour TEKS-aligned program typically booked from 9:30a-1:30p. Communicate any needed changes in time (not to exceed 4 hours).

Alternatively available with a Reptile Encounter (see above).

Expedition field trips led by Audubon educational staff/volunteers and Texas Master Naturalist volunteers, designed to strengthen critical thinking skills across multiple disciplines and incorporate hands-on, inquiry-based learning strategies linked with state-mandated Texas Essential Knowledge and Skills objectives for grades K - 8. Students fortify their scientific observation and identification skills and gain knowledge to become a steward of our natural resources.

This program combines engaging classroom training and outdoor explorations to discover and learn about plant and animal adaptations, habitats, and specific Texas ecosystems. Students document their discoveries in their scientific field journals along the way. During every Eco Investigations program, students take a guided hike through our canyon forest habitat to learn how all living and nonliving things interact and depend on each other for survival. Students also meet our resident bird of prey, an American Kestrel, up close, and explore what enables raptors to survive in their environment. Students will participate in a variety of activities depending on their grade level. Some of these may include conservation action projects such as removing invasive species or making seed balls to benefit our endangered Blackland prairie.

Special program customization is available to address specific student expectations and/or benchmarks. We can also bring this program to your campus with appropriate alterations based on your natural resources.

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<td>Grades K-8</td>
<td>Dogwood Canyon or Your Campus</td>
<td># of Students / Cost per student: 25-50 - $11.95 51-75 - $11.45 76-100 - $10.95 101-150 - $10.45 Chaperones at no cost up to 1:7 ratio. We require chaperones at a 1:10 ratio. $298.75 minimum (equivalent to 25 students) Max 150 students</td>
</tr>
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</table>
# Nature Tots

An exploratory field trip for Pre-K and Kindergarten students. Typically booked from 10:00am to 11:30am. Communicate any needed changes in time to our staff.

In this 1.5 hour program specifically designed for Preschool and Kindergarten students, Audubon educators lead students on an adventure through nature. This program is aligned to the state’s guidelines for Preschool education and Kindergarten TEKS. Nature Tots features a nature-themed story, live animal encounter and a nature walk in which students use their senses to engage with the world around them.

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<td>Pre-K &amp; Kindergarten</td>
<td>Dogwood Canyon Audubon Center</td>
<td>$6.00/student $90.00 minimum (equivalent to 15 students) Chaperones are at no cost up to 1:5 ratio. We require chaperones at a 1:7 ratio. 75 student maximum (inquire for possibilities with more than 75 students)</td>
</tr>
</tbody>
</table>
## Audubon Aquatic Adventures

**DESCRIPTION:** Get out on the water and explore! Our 4-hour guided kayak expedition field trips are for students in grades 5-12 and are led by Audubon staff and volunteers on Joe Pool Lake at Cedar Hill State Park.

This paddling voyage will open up your students’ eyes to the importance of environmental stewardship and increase their appreciation for our natural resources.

Students will learn basic kayaking skills and how to be safe while enjoying time on the water. In addition, they will investigate the ecology and habitat of aquatic environments by performing water testing analysis. Lastly, students will improve their scientific observation and identification skills by discovering what living things rely on in our aquatic ecosystems.

All necessary gear such as kayaks, paddles and life vests will be provided. State Park admission fees are covered by program fees. Further program customization is available. No kayaking experience is necessary.

**Students will:**
- Learn basic kayaking skills and how to be safe on the water
- Investigate the ecology and habitat of aquatic environments by performing water testing analysis
- Improve their scientific observation skills by identifying living things they encounter during the guided paddle and learn why they rely on healthy aquatic habitats

*If you prefer that this program not be TEKS-aligned, just let us know. Some teachers have used this program as a fun way for their students to explore Cedar Hill State Park while still being educational, with a combination of kayaking, hiking, lunch and free time. There is no difference in pricing. However, for smaller classes or groups of 20 or less that prefer a non-TEKS-aligned program, our Guided Kayak Eco-Tour might be a better option at a lower price and with more time on the water.*

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| **Audubon Aquatic Adventures** | Get out on the water and explore! Our 4-hour guided kayak expedition field trips are for students in grades 5-12 and are led by Audubon staff and volunteers on Joe Pool Lake at Cedar Hill State Park.              | Grades 5-12  | Cedar Hill State Park  | • $1,000 for up to 60 students
For more than 60 students, please book on two dates.
Increase students’ on-water time at $150/hr.
Max of 1:7 chaperone to student ratio
Minimum of 1:10 chaperone to student ratio required
Chaperones may not have the opportunity to kayak |
|                               | This paddling voyage will open up your students’ eyes to the importance of environmental stewardship and increase their appreciation for our natural resources.                                                   |              |                  |                                                                                      |
|                               | Students will learn basic kayaking skills and how to be safe while enjoying time on the water. In addition, they will investigate the ecology and habitat of aquatic environments by performing water testing analysis. |              |                  |                                                                                      |
|                               | Lastly, students will improve their scientific observation and identification skills by discovering what living things rely on in our aquatic ecosystems.                                                    |              |                  |                                                                                      |
|                               | All necessary gear such as kayaks, paddles and life vests will be provided. State Park admission fees are covered by program fees. Further program customization is available. No kayaking experience is necessary. |              |                  |                                                                                      |
|                               | Students will:                                                                                                                                      |              |                  |                                                                                      |
|                               | • Learn basic kayaking skills and how to be safe on the water                                                                                      |              |                  |                                                                                      |
|                               | • Investigate the ecology and habitat of aquatic environments by performing water testing analysis                                                  |              |                  |                                                                                      |
|                               | • Improve their scientific observation skills by identifying living things they encounter during the guided paddle and learn why they rely on healthy aquatic habitats |              |                  |                                                                                      |
# ACADEMIC PROGRAMS 2019-2020

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| **Live Animal Program: Bird of Prey**        | This first-hand, live raptor encounter with our American Kestrel explores the complex interactions birds of prey have with their environment and all of their amazing adaptations that allow them to be fierce hunters and survivalists. Students will:  
  - Get the opportunity to meet our American Kestrel up close as we discover raptor predator-prey relationships  
  - Identify and learn raptor adaptations and gain an appreciation for these top-of-the-food-chain predators  
  - Touch and/or observe bird parts and objects (e.g. feathers, talons, skeleton, nest) *(participation of touchable objects will be dependent on group size)*                                                                 | All ages     | Dogwood Canyon or Your Campus | • $400 for 1st presentation  
  • $250 for each additional presentation the same day  
  Max 50 students & 8 chaperones  
  Minimum of 5 chaperones required |
| **Live Animal Programs: Other Animals**      | Don't miss out on this live animal opportunity with one of our educational ambassadors! Each program will include at least 3 different animal species. Choose from a snake, turtle, salamander or even snails!  
  Students will:  
  - Identify and learn animal adaptations and how their physical traits and behaviors enable the animal to survive in their environment  
  - Touch and observe live animals and other animal objects (e.g. snake skin, turtle shell, snails)  
  - Participate in an age appropriate activity to deepen their appreciation for wildlife                                                                 | All ages     | Dogwood Canyon or Your Campus | • $300 for 1st presentation  
  • $175 for each additional presentation the same day  
  Max 35 students & 5 chaperones  
  Minimum of 3 chaperones required |

45-60 minutes
## ACADEMIC PROGRAMS 2019-2020

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<tr>
<td><strong>Guided Hike:</strong> Canyon Floor Trail</td>
<td>Join one of our naturalists or educators on an interpretive hike of our Canyon Floor Trail. Trail Distance: ½ mile round trip Difficulty: Easy This stroller-friendly trail gets you up-close and personal with some of the features which make this place special. Look for tight clusters of the scaly-barked Shin Oak which are often marked by the horizontal feeding holes of the Yellow-bellied Sapsucker. Listen for songbirds as they flit from tree to tree. Get to know your vines: the thorny thin Greenbrier, the thick woody Grapevine, the rootlet-covered Poison Ivy and the palmate-leafed Virginia Creeper each provide crucial cover for our wildlife. Best of all, the short trail allows you slow down and let the life of the forest unfold around you. Guided hikes may not cover the entire trail. Hike distance is based on group interests along the trail. No flash photography allowed on night hikes as it disturbs wildlife.</td>
<td>All ages</td>
<td>Dogwood Canyon</td>
<td>$60 daytime hike $150 night hike Priced at 25 people per hike. Add $3/person up to a max of 35 people per group (children &amp; adults).</td>
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**ACADEMIC PROGRAMS 2019-2020**

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<td>Guided Hike: West Loop Trail</td>
<td>Join one of our naturalists or educators on an interpretive hike of our West Loop Trail. Trail Distance: 1.65 miles round trip Difficulty: Moderate to Difficult With an elevation change of 150 feet over the first half mile, the West Loop Trail provides a challenge and a change in perspective! This trail provides spectacular panoramic views and an opportunity to get deep into this beautiful site. You can frequently spot soaring birds from the high points. A large, black soaring bird is likely to be a Turkey Vulture while the Red-tailed Hawk has a white belly and a rusty tail. People aren’t the only ones who use this trail so keep your eyes out for scat and other signs of the many creatures for whom Dogwood Canyon is home. As you continue around the flatter loop on top of the hill, experience the tranquility of quiet. Guided hikes may not cover the entire trail. Hike distance is based on group interests along the trail. No flash photography allowed on night hikes as it disturbs wildlife.</td>
<td>All ages</td>
<td>Dogwood Canyon</td>
<td>$85 daytime hike $200 night hike Priced at 25 people per hike. Add $3/person up to a max of 35 people per group (children &amp; adults).</td>
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</table>
| Conservation and Seed Balls | Want to help save an endangered prairie habitat in Texas? Your students will become conservationists and get their hands dirty by making native seed balls! Planting instructions will be given to teachers and/or students. Teachers have the options of planting them in their classroom for growth observation, placing them around the school grounds to improve habitat, or sending students home with them to watch them grow. Seeds produce gorgeous wildflowers and grasses essential for native Texas wildlife and birds. Students will:  
- Discover the endangered Blackland prairie habitat in Texas, plant adaptations, and the importance of conserving this habitat  
- Make seed balls, just like the Native Americans did; this includes mixing seeds with soil, clay, and water for nutrition and protection and rolling them into marble-sized balls  
- Plant them; you’ll be given proper planting instructions and several options for how they can be used | Grades 2-7   | Dogwood Canyon or Your Campus | • $300 for 1st presentation  
• $175 for each additional presentation the same day  
Max 35 students & 5 chaperones  
Minimum of 3 chaperones required |
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| Investigating Wildlife  | How do we distinguish a mammal from a bird or reptile? A dialogue-based program led by an Audubon educator that allows students to understand the arrangement of the animal kingdom and the food web. Students will:  
  - Examine skulls, furs, feathers and touchable objects (e.g. bobcat fur, bird feathers, turtle shell, coyote skull, raccoon tracks, rabbit scat) to explore the differences between and to categorize Texas’ wild animals  
  - Learn about the characteristics and adaptations of physical traits and behaviors that enable them to survive in their environment | Grades 1-5   | Dogwood Canyon  
  or  
  Your Campus | • $250 for 1st presentation  
  • $150 for each additional presentation the same day  
  Max 35 students & 5 chaperones  
  Minimum of 3 chaperones required |
| Wildlife Sensory Exploration | How do animals and people interact with the world around them? Through observation, touch, hearing, and seeing, students act like scientists, investigating their environment by using binoculars and hand lenses, observing how a snake uses its tongue to smell and create a touch board to explore different physical textures. Students will:  
  - Using their sense of sight, hearing, smell and touch, investigate various things around them  
  - Use scientific tools such as binoculars and hand lenses  
  - Learn how snakes use their tongues  
  - Create a touch board of textures | Grades K-3   | Dogwood Canyon  
  or  
  Your Campus | • $200 for 1st presentation  
  • $150 for each additional presentation the same day  
  Max 35 students & 5 chaperones  
  Minimum of 3 chaperones required |
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| Plants and Pollinators | Did you know that birds and bees are not the only pollinators we can find in nature? In this program, students will investigate how nature’s consumers are directly impacted by the presence of pollinators and their relationship with organisms in the food chain. Students will read, "The Prairie That Nature Built," by Marybeth Lorbiecki, create an imaginary pollinator garden out of recycled materials and explore the plant life cycle by creating their own native seed ball. Students will:  
- Learn about pollinators and their place in the food chain  
- Read “The Prairie That Nature Built”  
- Create an imaginary pollinator garden out of recycled materials  
- Make a native seed ball out of clay, water, potting soil and seeds                                                                 | Grades 2-4   | Dogwood Canyon or Your Campus     | • $300 for 1st presentation  
• $175 for each additional presentation the same day  
Max 35 students & 5 chaperones  
Minimum of 3 chaperones required |
| Bird Adaptations     | Come “fly” the Central Flyway with us and learn about the fascinating world of birds in this engaging program. By observing real feathers, nests, eggs and beaks, students will learn about the adaptations that make birds unique and how those adaptations help them survive in their environment. Students will recognize the advantages of physical adaptations by creating their own bird using various craft and other materials. This program inspires students with ways they can actively help birds in their own communities. Students will:  
- Observe bird feathers, nests, eggs and beaks to learn about bird adaptations  
- Create their own bird using a variety of materials and discuss their adaptations                                                                 | Grades 2-5   | Dogwood Canyon or Your Campus     | • $300 for 1st presentation  
• $175 for each additional presentation the same day  
Max 35 students & 5 chaperones  
Minimum of 3 chaperones required |
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| **Guided Kayak Eco-Tour**| Book a fun adventure for a smaller class or as a reward for excellence. Also available to the general public (social groups, office retreats, family reunions, etc.). Not TEKS-aligned, but we do include educational information geared to the age group. Look for birds and other wildlife as we glide across the water in tandem (two-seater) kayaks for 1.5-2 hours. We can accommodate up to 20 participants. With a larger group, we can schedule back-to-back tours. Choose from two departure points on Joe Pool Lake:  
- [Cedar Hill State Park](#) (Cedar Hill) - Paddle in open water near the shoreline departing from Cedar Hill State Park.  
- [Loyd Park](#) (Grand Prairie) - Cross a bit of open water, pass a couple of islands and head up the winding, shaded waters of Walnut Creek on a portion of [TPWD’s Texas Paddling Trail](#).  
Includes park entrance fees and use of kayaks, life vests, and binoculars. Your park entrance is covered for the day following the program, so feel free to enjoy the park resources at no additional cost.  
We encourage carpooling when possible, as parking may be limited.  
Both tours are round trip, returning to the launch point. The paddling route and distance are dependent on participants and conditions.  
No kayaking experience is necessary. | Grades 5-12 | Cedar Hill State Park  
Or  
Loyd Park (Grand Prairie) | $35 per person with a $350 minimum. When you fill all 20 spots, get a $5/person discount (a 20-person Eco-Tour totals $600). |
### Professional Development: Flying WILD

**3 hours**

To become a certified Flying WILD educator, you must attend a Flying WILD workshop. The workshop provides participants with experience in hands-on activities with respect to basic biology, identification and ecology, bird conservation, and service learning. Each participant attending a Flying WILD workshop will receive the curriculum guide.

Our Flying WILD Educator Professional Development workshops help urban middle-school students excel academically with a program that engages students in real inquiry and meets national science standards. Teachers who earn this certification are capable of providing an easy and flexible bird education curriculum that gets youth outside in nature. Special emphasis is placed on creating an approach that is readily adaptable for urban schools, often with underserved students who traditionally receive few opportunities to participate in environmental education initiatives.

The workshop may be credited toward continuing professional education requirements for the state.
ACADEMIC PROGRAM POLICIES 2019-2020

IF USING A BIG THOUGHT VOUCHER FOR YOUR PROGRAM, REFER TO THE NEXT PAGE.

All cancellations, headcount changes, modifications and date change requests must be submitted in writing to dcac@audubon.org.

- With the exception of certain school districts that do not allow for pre-payment of programs, payment is due in full prior to services being rendered, up to the morning of the program. An invoice will be sent with your booking confirmation. If your school/district does not permit pre-payment, you must contact us for payment arrangements.
- Failure to timely submit payment without prior arrangements may result in cancellation of your program by Audubon. If your group arrives for the program and payment has not been received, or is not provided upon arrival, Audubon reserves the right to deny services. However, payment will remain due in full under the cancellation policy.
- Cancellations are accepted when sent in writing to dcac@audubon.org no less than 14 days prior to your program date. If a cancellation request is received less than 14 days prior to the program date, or if students fail to appear the date of the program, full payment for the program will be due no later than the originally scheduled date of the program.
- Date changes can be made once per booking if requested at least 14 days prior to the program date. If we are unable to agree on a substitute date, or if the date change request is received within the 14 days prior to the program date, the cancellation policy above applies. Date changes cannot be used to avoid a cancellation fee.
  - Any subsequent date change requests, after the first, will require payment of an additional $100 administrative fee per change.
- Modifications to headcount must be submitted to dcac@audubon.org. We reserve the right to deny a request to increase headcount based on staffing. When an increase to student headcount is permitted less than 14 days prior to the program date, or if students in excess of the headcount are present the day of the program, the extra students will be charged at double the per student rate and are not guaranteed supplies and equipment for the day’s activities.
- Students and chaperones will be divided into the appropriate number of groups upon arrival. Group size will be based on actual student attendance and Audubon educator availability.

Special note for Aquatic Adventures: Due to the logistics of the Audubon Aquatics Adventures program, we may not be able to fully accommodate any excess students that arrive the day of the program, or for which we receive less than two (2) full business days’ notice of participation. However, these students will be charged the applicable fees, at double the rate, and the fees must be paid at Check In the day of the program. Additionally, this program generally takes place at an off-site location, such as Cedar Hill State Park, that charges an entry fee. Audubon covers entry fees for all students and adults based on the headcount last received as of fourteen (14) calendar days prior to the program date. All other adults and students are responsible for any applicable entry fees. The organization scheduling the program is responsible for obtaining the correct entry fee amount and being prepared to pay entry fees upon arrival.

INCLEMENT WEATHER POLICY
Dogwood Canyon Audubon Center follows the Cedar Hill Independent School District inclement weather closings and delays. Programs are considered canceled in the event of an inclement weather closing or delay by Cedar Hill Independent School District, or a closing or delay by the district booking the program.
- Never assume that your program has been canceled.
- We hold most programs rain or shine and cancel only when conditions are unsafe for travel. Students and chaperones should always come prepared for the possibility of spending time outdoors. If a rainy day suddenly becomes sunny, we may take advantage of the break in the weather.
  - If you have booked an Aquatic Adventures Program or a Guided Hike we will attempt to communicate with the primary contact as soon as possible if the weather forecast requires that we consider cancelling or postponing the program.
- If Audubon chooses to cancel a scheduled program, we will attempt to reschedule. If we are unable to coordinate another date, a full refund will be issued of any payment received. We will call the phone number for the primary contact as soon as possible.
All cancellations, headcount changes, modifications and date change requests must be submitted in writing to dcac@audubon.org.

- In order to book a program with a Big Thought voucher, your request must include the Voucher Number and Approval Code. Both of these are obtained from Big Thought.
- If payment is not paid in full by your voucher, the balance being paid prior to services being rendered, up to the morning of the program. An invoice will be sent with your booking confirmation. If your school/district does not permit pre-payment, you must contact us for payment arrangements.
- Cancellations are accepted when sent in writing to dcac@audubon.org no less than 14 days prior to your program date. If a cancellation request is received less than 14 days prior to the program date, or if students fail to appear the date of the program, full payment for the program will be due and an invoice will be sent to Big Thought (and to the school if the school is responsible for a portion of the invoice). Any portion of the invoice not paid by Big Thought will be the responsibility of the school booking the program.
- Date changes can be made once per booking if requested at least 14 days prior to the program date. If we are unable to agree on a substitute date, or if the date change request is received within the 14 days prior to the program date, the cancellation policy above applies. Date changes cannot be used to avoid a cancellation fee.
  - Any subsequent date change requests, after the first, will require payment of an additional $100 administrative fee per change.
- Modifications to headcount must be submitted to dcac@audubon.org. We reserve the right to deny a request to increase headcount based on staffing. When an increase to student headcount is permitted less than 14 days prior to the program date, or if students in excess of the headcount are present the day of the program, the extra students will be charged at double the per student rate and are not guaranteed supplies and equipment for the day’s activities. Any portion of the fees due based on this policy that are not paid by Big Thought will be the responsibility of the school booking the program and will be due immediately.
- Students and chaperones will be divided into the appropriate number of groups upon arrival. Group size will be based on actual student attendance and Audubon educator availability.

Special note for Aquatic Adventures: Due to the logistics of the Audubon Aquatics Adventures program, we may not be able to fully accommodate any excess students that arrive the day of the program, or for which we receive less than two (2) full business days’ notice of participation. However, these students will be charged the applicable fees, at double the rate, and the fees must be paid at Check In the day of the program. Additionally, these programs generally take place at an off-site location, such as Cedar Hill State Park, that charges an entry fee. Audubon covers entry fees for all students and adults based on the headcount last received as of fourteen (14) calendar days prior to the program date. All other adults and students are responsible for any applicable entry fees. The organization scheduling the program is responsible for obtaining the correct entry fee amount and being prepared to pay entry fees upon arrival.

INCLEMENT WEATHER POLICY
Dogwood Canyon Audubon Center follows the Cedar Hill Independent School District inclement weather closings and delays. Programs are considered canceled in the event of an inclement weather closing or delay by Cedar Hill Independent School District, or a closing or delay by the district booking the program.
- Never assume that your program has been canceled.
- We hold most programs rain or shine and cancel only when conditions are unsafe for travel. Students and chaperones should always come prepared for the possibility of spending time outdoors. If a rainy day suddenly becomes sunny, we may take advantage of the break in the weather.
  - If you have booked an Aquatic Adventures Program or a Guided Hike we will attempt to communicate with the primary contact as soon as possible if the weather forecast requires that we consider cancelling or postponing the program.
- If Audubon chooses to cancel a scheduled program, we will attempt to reschedule. If we are unable to coordinate another date, a full refund will be issued of any payment received. We will call the phone number for the primary contact as soon as possible.