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landscaping
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biodiversity • conservation • lawn care
maintenance • meadows • rain gardens
pest management • restoration
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November 10th
Leominster, MA
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October

Restoration Enhances Ecosystem, Recreation, and Water Quality at Fresh Pond by Thomas Benjamin

Ecosystem restoration is often driven by a regulatory requirement, which makes the voluntary improvement of a 30-acre section of urban oasis including forest, meadow, and shoreline quite unusual. What is even more extraordinary is that this island of tranquility is located in densely populated Cambridge, Massachusetts and within sight of downtown Boston. [Read full article.](#)



[Register now](#) for a guided **Fresh Pond Reservation** Restoration tour with Thomas Benjamin on October 21, 1-3pm.



Porous Surfaces - How Are We Doing? by Steven Roy

The use of porous surfaces for stormwater management and control has become a widely accepted practice. This

brief article explores why porous surfaces are important as one of our management tools and reports on a few new and interesting products within the porous surface toolbox. [Read full article.](#)

Keeping Track of Invasive Alien Species with IPANE by Sarah Treanor Bois

The Invasive Plant Atlas of New England (IPANE) is a collaborative project which documents invasive alien species (IAS) in New England. Designed to provide comprehensive and up-to-date information about invasive plants in New England, the IPANE project was initiated in 2001 in



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an effort to coordinate the separate efforts of the six New England states. IPANE's two main goals are: (1) education and research leading to a better understanding of the dynamics of plant invasion in New England and (2) early detection of new invasions which may lead to rapid response. [Read full article.](#)

Five Tips on Handling Difficult Customer Situations

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You are at a jobsite and there's a mistake. Your client is not pleased with the outcome and is sharing that dissatisfaction with you. However, don't think you have a lost cause on your hands. How you respond can win back their trust and respect. [Read full article.](#)

Business Practices Spotlight: Keeping Employees Satisfied

Reprinted from Planting Seeds, Volume 3, Issue 3, with permission of the ISA.

Employees are critical to the success of any business. Investing in your workers is important to keep you from dealing with a high turnover rate. [Read full article.](#)

October Gleanings:

[Comparing Production Methods for Landscape Trees](#), Amherst Nurseries, 199 Belchertown Rd (Rte. 9) Amherst, MA, October 20, 2011, 9am-noon.

[Bioneers By the Bay Conference](#), New Bedford, MA, October 21-23.

[Nantucket Biodiversity Initiative 4th Biennial Research Conference](#), Coffin School, 4 Winter St., Nantucket, MA, November 3.

[1st Annual Massachusetts Trails Conference](#), the Doyle Center in Leominster, November 12, 2011.

[Tree Steward Training](#), Harvard Forest, Petersham, MA, October 28 & 29; special training on soils, October 27.

[Annual Fall Greening the School Conference for Educators](#), Clay Science Center of the Dexter and Southfield Schools in Brookline, November 5, 8:30am-3:30pm.

Join the Permaculture conversation at [Permaculturehub](#), a new website designed to connect the permaculture community.

The Chesapeake Conservation Landscaping Council (CCLC) ["Turning a New Leaf" Conference](#), Doubletree Willow Valley Resort in Lancaster, PA, December 2.

We hope that you enjoy this edition of the ELA newsletter.

We welcome your comments at ela.info@comcast.net.

Penny Lewis, Executive Director
Ecological Landscaping Association