

## SOP Home Garden Visits

### Purpose

We occasionally get calls to offer landscaping advice where we have to visit the site in question. This could include homes, schools or businesses. After the visit we would suggest to the requestor ideas that seem to fit their needs and are good for the environment. There is no physical labor involved, only advice.

### Scope

Requests may be received by phone calls, emails or other referrals. The request is forwarded to the Home Garden Visits Coordinator. The Coordinator might call the requestor to get additional information if needed. A team is assigned who will arrange with the requestor a mutually agreeable upon time for a site visit. After the visit the team will make suggestions which might be in the following areas:

- Suggestions of plants to be added or removed
- Advice on landscaping methods
- Contacts for information beyond Master Gardener expertise

We do not offer manual labor but might suggest other groups who might be willing to help such as:

- Boy Scouts
- 4H members
- Garden Clubs

Requests should be limited to Hanover County. If they are in another location we could refer them to their local Master Gardener unit.

Master Gardeners should work in teams unless the requestor is personally know to the **MG** who will make the site visit.

### Procedure

Task	Volunteer
Compile a list of likely candidates for Home Garden Visits using information from VMS	Coordinator with help from one of the VMS administrators
Request is received by phone, email, etc.	Help Desk volunteer or other
Collect as much information as possible and fill out the tracking sheet for that call	Help Desk volunteer or other
Forward the request to the Home Garden Visit Coordinator	Help Desk volunteer or other
Contact the requestor if more information is needed	Coordinator
Assign a team to arrange a meeting time with the requestor	Coordinator
If a team is not available request that a VMS email be sent to the Master Gardeners soliciting volunteers	Coordinator
Set up a meeting with the requestor	Visitation Team
Visit the site to review with the requestor what exactly they are trying to accomplish	Visitation Team

Hanover Master Gardeners Association

Task	Volunteer
Report back to the requestor with suggestions	Visitation Team
Inform the Coordinator that the project has been completed	Visitation Team
Complete the tracking sheet and return to the coordinator	Visitation Team
Follow-up with the requestor and visitation team as to progress and final completion of project. We would like to know what our team did to accomplish their goal. The requestors could become future references. Sometimes failures can provide information for further recommendations. We need to know what works and what does not.	Coordinator
Enter all hours into VMS	Coordinator and Visitation Team

**Related Documents:**



Home Garden Visits  
Coordinator Job Desc



Home Garden Visits  
Team Job Description



Tracking Form for  
Home Garden Visits.d