

SOP Plant Clinics

Purpose

The Plant Clinic is the mobile version of the Cooperative Extension Help Desk. To provide scientifically based education regarding home gardening practices to the general public it is important to increase the Extension's visibility by staging Plant Clinics at various location in the community. By doing so we increase public knowledge of the cooperative extension offerings and expand its influence.

Scope

- A committee to coordinates the plant clinics needs a chairperson and other individuals who will take responsibility for specific activities
- In many cases we are asked to be present at an event (see attached list of typical events)
- Since we are not selling a product we do have to pay a fee with the exception of Maymont Herbs Galore and Ashland Strawberry Faire
- In general we try to have all of our clinics in Hanover county, however we do have some events in Richmond as their MG unit is not doing plant clinics at this time
- Plant clinics are generally held from summer to fall as many are associated with outdoor events
- We publish a list of the locations where we will be available on <http://hanovermastergardeners.org/>
- Volunteers usually staff the booth for 2-3 hours with all day events having two shifts
- We have available materials to use for plant clinics
- We try to staff the clinic with at least two master gardeners and two interns to help them gain experience
- Depending on the event plant clinics can be run with only two master gardeners
- All plant clinics are entered into the Plant Clinic Calendar on VMS
- One person is needed for materials pickup and they usually work the first shift
- Another volunteer is needed to return the materials and that is usually someone who works the last shift
- At each event (shifts if more than one) we collect data for our contacts
- Contacts are recorded and sent back to the MG office by taking a picture with a smart phone and sending it to angellp@vt.edu
- If a question cannot be answered it requires a follow-up either by one of the people staffing the booth or by someone working the help desk at the MG office. Unanswered questions should be sent to hanover.master.gardeners@gmail.com

Materials/Supplies

Materials and supplies are stored in the office, in our storage shed, in some cases at a person's home or other satellite locations to provide easier access.

- Materials available for use include: tents, folding tables, a plant clinic box (see attached inventory), various banners (see attached inventory), demonstration items (see attached inventory) and folding chairs.

Hanover Master Gardeners Association

- Materials that are stored in the shed are available for pick and return during normal office business hours. The key for the shed is kept hanging on the bulletin board in the MG office.

Process

Task	When	Who
Recruit chairperson of the Plant Clinic committee	January	President
Prepare a project proposal which is provided to the Ag Agent for approval	January	Plant Clinic Chair
Collect data from the previous year to help evaluate which clinics to do again for the current year	January	Plant Clinic Chair / VMS Administrator
Recruit members of the committee	February	Plant Clinic Chair
Begin planning meetings	February	Committee
Recruit volunteers to coordinate the individual events	No later than February 15	Plant Clinic Chair
Review all materials including handouts to revise as needed	March	Committee
Location coordinator begin working with partner organization to plan dates and times for our participation	January - February	Location coordinators
Provide information about dates, times and locations to VMS administrator to be entered into the VMS Plant Clinic calendar	As available	Plant Clinic Chair
Enter Plant Clinic information into VMS calendar	As available	VMS Administrator
Stock plant clinic boxes	Before first plant clinic	Committee volunteer
Supervise that materials are stored at satellite locations for pick-up and return	Before first plant clinic	Plant Clinic Chair
Enter all events into VMS	No later than April 1	VMS Administrator
Work with individual Event Coordinators as needed	All year	Plant Clinic Chair
Monitor sign-ups for each event and request more volunteers as needed	Two weeks before each event	Location Coordinator
Ensure that contact sheets are filled out and returned to office	At each plant clinic	Volunteer working plant clinic
Send any unanswered questions to the help desk	At each plant clinic	Volunteer working plant clinic

Hanover Master Gardeners Association

Task	When	Who
Request additional supplies as needed	At each plant clinic	Volunteer working plant clinic
Enter all contact information into VMS	As each contact sheet is received	VMS Administrator
Report status to Board of Directors at each monthly meeting	Monthly BOD meeting	Plant Clinic Chair
Collect lessons learned to prepare for next year	After last plant clinic	Plant Clinic Chair
Provide year end statics to President for the Annual Report	By mid-November	Plant Clinic Chair working with VMS Administrator

Related Documents

- Plant Clinics Coordinator – Position Description
- Event Coordinator for a Plant Clinic – Position Description
- Inventory of Plant Clinic Boxes Contents
- Inventory of Available Banners
- Guidelines for Running a Plant Clinic 2018
- Contact Sheet
- Form for How to Become a Master Gardener
- Form for Unanswered Questions