

PLANT CLINICS



What is a Plant Clinic and Why do we do it?

- A Plant Clinic is intended to be the mobile version of the Help Desk!
 - Not everyone who needs help knows about the Help Desk
 - Our mission to educate the public often requires us to take it to them where and when they are thinking horticulturally!
 - In some cases there is no substitute for face to face communication.
 - And, of course, we educate them about the Help Desk with all it offers that you can't get face to face!

How does it all work?

- We have an overall Coordinator
- The Coordinator works with the “Committee”
- The Committee meets before the Plant Clinic season to decide what “Events” should be supported with staff
- Many Committee members oversee various “Events”
- The Coordinator provides an annual report to the HMGA BOD and the County ANR Agent

Your Job Description

Hanover Master Gardeners Association

Plant Clinic Volunteer Worker - Job Description

Overview

Working with other organizations we set up plant clinic booths to be available to answer gardening questions from visitors to an event or location.

The Volunteer worker signs-up for an event to answer questions from the public. There are three different jobs for any plant clinic. There will be 2 to 4 people who man the booth and answer questions from the public. One person picks up the tent, table and other materials and takes them to the plant clinic. One person will return the tent, table and other materials to their storage location. The people who pick up and return the materials usually also sign up to work at the booth.

Qualifications

- Be an Intern or Master Gardener
- Master Gardeners must be a member in good standing for the previous year. Good standing includes:
 - Dues paid
 - At least 8 hours of annual continuing education
 - At least 20 hours of annual service in categories of VM, ES, YH and QL
 - Up to date with background check
- Experience with previous year's plant clinics helpful

Job Duties

- Sign up on VMS for an event
- There must be two Master Gardeners at each event
- Two slots are held for Interns but can be filled by Master Gardeners if they are still empty a week before the event
- Review the *Guide to Running a Plant Clinic*
- Materials for a plant clinic usually include a tent, a table, a plant clinic box and possibly a "prop" that goes with a theme for the day
- There will be 4 VMS calendar entries for each event
 - Materials Pick Up - a person to pick up the materials from their storage location and deliver them to the plant clinic location. This person will usually also sign up as either a MG or Intern to volunteer at the plant clinic. The keeper of the materials will be listed in VMS and the Materials Pick Up person will need to arrange with them to schedule the pick up.
 - Materials Return - a person to return all materials to the storage location. This person will usually also sign up as either a MG or intern to volunteer at the plant clinic. The keeper of the materials will be listed in VMS and the Materials Return person will need to arrange with them to schedule the return.
 - Master Gardeners - there must be 2 Master Gardeners at each event
 - Interns - 2 Interns can sign up for an event
- MGs can sign up for unused Intern spots if they have not been filled a week before the scheduled event
- All volunteers will help with the setting up and taking down of the tent

What to bring and Wear

- Comfortable Chair (Very Very Important)
- Water and Snacks
- Personally annotated Master Gardener Manual
- Favorite References (Look at those used by the Help Desk)
- Logo Attire (If you have it)
- Dress to represent Virginia Extension
- Intern or Master Gardener Badge
- Positive and enthusiastic attitude

Plant Clinic Guidelines

Guidelines for Running a Plant Clinic 2018

Hanover Master Gardeners in affiliation with Virginia Cooperative Extension of Hanover County

Basic Guidelines:

- Always arrive early enough to properly set up the booth and remove vehicles from the area prior to the time set for the clinic to begin. Always adhere to the host's guidelines if appropriate. Do not remove the booth prior to the designated time.
- Always wear your name tag when representing Hanover Master Gardeners or VCE.
- Please contact the Plant Clinic coordinator in the event that a Clinic needs to be cancelled for lack of personnel or if the materials have not arrived.
- Dress appropriately for your role as an Extension Educator, as a representative of VA Tech, and the Hanover Master Gardeners.
- Prepare for the weather, including sun screen, hats, and warm/waterproof clothing, as needed.
- Bring your own food and water, especially if it will be warm. It is also wise to always bring a folding chair.
- Bring your reference materials, including the Master Gardener Handbook. The current edition of the Pest Management Guide will be provided in the Plant Clinic Box at each site.
- There are folders in the box that contain forms, a publication sheet, and other helpful information. Please review all of these items and a few others contained in the small notebook at the front of the Box before your shift begins. The three most important forms are:
 - Information Request Form- a 1/2 page, yellow sheet. Is used to take contact information so that a Master Gardener working the Help Desk may do further research on a subject and either call or mail additional information to an individual. These forms should be completed by the client and/or the MG and placed into the folder labeled "Completed Forms". Please make sure there is a complete address or phone number.
 - VCE & HMGA Web Information—business cards/pink publications sheet. Each Box is supplied with HMGA business cards and pink sheets listing the most requested Extension publications. These should be given to contacts who wish to do more independent research on their topics of interest.
 - Observer-Collected Contacts Log—a white full sheet. Is used to report contacts by demographic. This form should be completed by the group at the end of each shift and placed into the folder labeled "Completed Forms". This form should be returned to the VCE office for filing and processing.
- Some Plant Clinics may have demonstrations and/or themes such as proper pruning technique, seed starting, water-wise gardening or soil sampling. Please familiarize yourself with these concepts before the Plant Clinic. Although not

Plant Clinic Guidelines

Key Points

- Please do not argue about anything with anyone whether it is a host site staff person or a member of the public.
- Remember that misunderstandings do occur and occasionally we are wrong. If such a misunderstanding can not be worked out quickly and easily, please do not hesitate to reach out to a designated contact, (listed at the end of the next page) for information, advice or assistance.

Plant Clinic Guidelines

Key Points

- Refrain from physical contact and always work with at least one other Master Gardener when with a minor age person.
- Remember the “Above Suspicion” policy and avoid the appearance of impropriety
- Do not take photographs of children.
- Do not take photographs of adults without their permission.
- Do not post pictures of people to social media without their permission.

Plant Clinic Guidelines

Key Points

Questions or Problems:

Please contact one of the Support Team with additional questions/concerns.

- Buz Sawyer 804-774-4398 (H) 804-920-2536 (M)
William.sawyer@gmail.com
- Betty Jane Hughes 804 240-6169 (M)
bettyjanehughes@gmail.com
- Laura Maxey-Nay 804-752-4310
lauram@vt.edu
- Hanover Extension Office 804-752-4310 or 804-365-4310

The Box?

Along with the canopy and table there is

“The Box”

This box contains all the materials you need
to perform your duties!

You will learn more about the box when you
serve as part of your first Plant Clinic

How to Set Up all This Stuff!

- Table? Check
- Tablecloth? Double check
- Banners and Signs? Got 'em too
- First Aide Kit? Absolutely
- Wear the black aprons
- Canopy? Not necessarily, it depends:

Site Supplied Canopy



Under the Big Top





**No Canopy? Use
an Umbrella**

Remember to do Your Paperwork!



Record Keeping!!!

Virginia Cooperative Extension

2007

PUBLICATION 490-852

Observer-Collected Contacts Log for Paid and Volunteer Staff

Joseph R. Hunnings, CALS Planning and Reporting Manager, Virginia Tech

This form is to document demographic information of program participants when circumstances do not allow for self reporting by clientele.

Program Name		Location					Date
Gender	Age	Race or Ethnicity					
		American Indian or Alaskan Native	Asian	Black or African American	Hispanic or Latino	Native Hawaiian or other Pacific Islander	White
Female	≤ 18						
	19-64						
	≥ 65						
Male	≤ 18						
	19-64						
	≥ 65						

Number of Volunteers: _____

Number of Volunteer Hours: _____

Planned Program: _____

VCE Staff Member Names: _____

- **American Indian or Alaskan Native:** A person having origins in any of the original peoples of North America, and who maintains cultural identification through tribal affirmations or community recognition.
- **Asian:** A person having origins in any of the original peoples of the far east, southeast Asia, or the Indian subcontinent including, for example Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- **Black or African American:** A person having origins in any of the black racial groups of Africa.
- **Hispanic or Latino:** A person of Mexico, Puerto Rican, Cuban, Central or South America, or other Spanish culture or origin, regardless of race.
- **Native Hawaiian or Other Pacific Islander:** A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- **White:** A person having origins in any of the original peoples of Europe, North Africa, or the Middle East.

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Produced by Communications and Marketing, College of Agriculture and Life Sciences, Virginia Polytechnic Institute and State University
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 VT-0007/WH-0052



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