

Master Gardener Office Procedures

Washington County

Preparation

- Arrive 10-15 minutes before scheduled time
- Wear your Master Gardener badge
- Optional: Bring your notes from training, also a beverage or snack
- As a courtesy to others, don't wear cologne or perfume during your phone shift
- Cell phones: Please turn off your phone or set on vibrate; take calls in the hall
- Note: Loud voices carry throughout the office.

Phone Shift Times and Sign up:

- Sign up for shifts at CERVIS Event Registration: www.metromastergardeners.org
(See "CERVIS: How to register for events")
- MG Phone Clinic shifts are 9 am to 12 noon and 1pm to 4pm, Monday through Friday, except office holidays

Cancellation and substitute policy:

- Option to unregister will be blocked 6 days before the event; when that occurs, **you still must find a substitute.**
- *Interns sub for Interns, Vets for Vets.*
You can request a list of subs from Katie. (Please specify which list you need.)
Do not use the contact information for other purposes.
- After you locate a substitute, email or phone the sub's name and shift date and time to Katie Johnson, Washington County Phone Clinic Event Organizer;
katie.johnson@oregonstate.edu or 503-821-1112
- If you are unexpectedly delayed, notify the MG office (503-821-1150, ext 2)
- If a last minute emergency occurs, notify the MG office (503-821-1150, ext 2)

General guide

- You receive a confirmation email when you register on CERVIS. Make sure to match the shift time/date saved in your calendar with the confirmation e-mail.
- Obtain a substitute if you are contagious. (See previous section)
- If an MG on your shift is 20 minutes late, call to diplomatically remind the individual that s/he was expected for the shift
- If your MG partner can't be reached by phone, notify Katie Johnson and write "no show" on the monthly calendar

MG office & Parking (See campus map, page 6)

- MG office is in Public Services Building, 155 N. 1st St., Suite 200, Hillsboro
(See map, p 6, structure D)
- Park free on floors 4, 5 & 6 in Conference Rooms & Parking Structure
No permit needed even though signs limit levels 3 & 4 to Tri-Met users
- Handicap parking is on Level 1 (See map, p 6, structure S)
- An elevator is in the northwest corner, stairway in southeast corner

OSU Extension office staff

- Patrick Proden is Regional Administrator Metro Region
- Vicki Campbell is assistant to the Regional Administrator Metro Region
- Katie Johnson, MG Program support, will assist you with office technology

First duties

- **Store personal valuables out of sight** in bottom drawer at MG Desk 2
- **Login on the computer** (Info is posted on the desk, just left of the computer)
- Begin a new Daily Log for each shift (See Tab B: Daily Log)
- Review recent Daily Logs because questions are often seasonal
- Check voice mail (Instructions are posted on each phone)
- Check MG email in Outlook (See Tab J: Computer)
- Check the Referral basket to see if any inquiries need attention
Note: Verify if Referral has been uploaded to the MG Forum.
- Check Office Communications Binder for procedure updates (top shelf at far left)
- Make reminder calls to next- day MGs on duty for same time period
(Phone schedule & MG numbers are in the Office Communications Binder)

Public Contacts

- Walk-ins (Walk-ins have priority)
- Phone calls (If your shift is getting behind, allow phone calls to go to voice mail)
- Emails
- Letters

General procedure for all public contacts

- For walk-ins and phone calls:
 - Ask and record the client's name and phone number (Some may refuse)
- If needed, refer to ***Questions to Ask Clients*** (green sheet taped to desk)
 - Jot down notes on a tablet or scratch paper
- For all contacts:
 - Record summary of the client's question & MG response in the Daily Log (See Daily Log, next page)
 - If your shift is unable to answer the client's question, see page 3

Phone calls from clients

- Greet the client with
"OSU Extension Master Gardener volunteer. How may I help you?"
- Don't offer your name. If the client asks, give only your first name
- The "Hold" buttons on both phones are non-functional
If you set the receiver on the desk, realize the caller can hear you
- Identification questions often require samples/images (See Tab D: Samples)
- Contact the client before the end of the shift w/the recommendation or to update the status; if needed, say "Someone will contact you later."
 - Local calls: Dial 9, then the 10-digit phone number
 - Long distance calls: Dial 9-1, the 10-digit number; at the beep, enter the code posted on the monitor
- Don't contact or visit clients or their sites after you leave the office
If you have additional information for a client, phone the office MGs (503-821-1150, ext. 2) to request they share the information with the client

To respond to emails:

General procedure for emails

- For emails without images: click **Reply** (See Tab J2, Guideline A)
- For emails with attachments: click **Forward** for archiving purposes (See Tab J2, Guideline B)

If your shift is unable to resolve a client's question/problem

- Tell client "The question requires further research; we will contact you later."
- Complete the appropriate Referral form
 - Upload immediately to the MG Referral Forum (See Tab E: Referrals)
 - Exception to immediate upload during your shift:
An inquiry which arrived too late during your shift to be researched
Complete the paper Referral form, then place in Referral basket
- Record contact in Daily Log. (See Tab B: Daily Log)
- ***Please remember***
 - Commercial inquiries: Refer client to an appropriate extension agent.
"Commercial" includes government and industrial entities; nursery/garden centers; persons who sell their product; spray services; landscapers; pest control operators; ODOT; parks departments; and more
 - Inquiries about personal health issues:
Refer client to his/her health care professional.
If client persists, refer to Weston Miller, Urban Horticulturist,
503-706-9193 (cell) Weston.Miller@oregonstate.edu

Unresolved Referral Forms

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| <p>Note: See Tab E for full details about the referral procedure and the online MG Dx (MG Diagnostician) Forum</p> |
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- Place uploaded Referral form in the brown folder in the Referral basket
- After the identification/diagnosis is resolved on the MG Referral Forum, an MG Dx will provide directions for the follow-up
(See Tab E: Referrals, *When & How to Use Referrals*)

How clients may obtain OSU publications

Note: Publications of \$5 or less are free in the Washington County Extension office
More costly publications will be billed by office staff for cost plus mailing
First, verify if the publication is available

- Client may download publications without charge ("View it now") from the OSU Publications website <http://extension.oregonstate.edu/catalog/>
- Client may obtain the publication at the Washington County office via print-on-demand
- MGs may email a document's link (URL) to the client
- MGs may email a document to the client as an attachment
- MGs may snail mail a publication (original, if available, or print-on-demand)

To make photocopies

- Copy machine is in the rear of the Extension Office
Note: Not available for personal use by MGs
- ID code for MG office is 517 (Posted on wall behind copier)
- Write the source on the photocopy if not already present
- Colored paper for Referral forms (yellow; blue; green) is stored in the MG Office in the drawer at the far left of Desk 2

To mail a publication

Note: Mailing supplies are in drawer at far left of Desk 2

- Notify client if there is a charge for the publication
Publications of \$5 or less are free
Office staff will bill more costly publications for cost plus mailing
Pull or copy desired publication(s) from file cabinet; or print-on-demand
Some publications are in the drawers at the far right of Desk 1
(If only 1 publication is in the folder, copy it or print from online)
- Insert the publication (or photocopy or printout) in an envelope
- Fill out a mailing label (in drawer at far left of Desk 2)
- Add a return address label (in drawer at far left of Desk 2) and seal the envelope
- Place envelop in the “MG Outgoing Mail” plastic holder behind the business card display at the reception counter

To use the Daily Log (Also see Tab B: Daily Log)

- Record client’s contact info: full name and phone number, address or email
- Record a brief summary of the question and answer, resources & page numbers
- One client is one entry, even though s/he asked multiple questions

Enrich office down-time

- Familiarize yourself with our many resources: books, computer & publications
- Practice plant and/or insect problem diagnosis with the other MGs
- Caution: Realize that loud voices may broadcast throughout the office

Duties at end of each shift

- Review Daily Log for completeness; make any necessary additions
- Count client contacts on the Daily Log and record total at top left of Log Sheet
Don’t count reminder calls to MGs
- File your shift’s Daily Log sheet(s) at the front of the Daily Log binder.
- Place Referral forms uploaded to the MG Dx Forum in the brown folder
(For full details, see Tab E: Referrals)
- Return resources, etc. to rightful place
- Tidy the MG desks & straighten the books, desk and file cabinet

Additional duties at end of the day

- Log off the computer (Instructions taped on computer desk)
- Empty Wastebasket into trash can in the Extension office kitchen
- Empty Recycle Box into Recycle Bin at entry to Extension office kitchen

Office resources

At each MG desk

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|---------------------------------------|-----------------------------------|
| MG Office Information binder | PNW Management Handbooks |
| MG Resource Book | <i>Landscape Plant Problems</i> |
| <i>Sustainable Gardening Handbook</i> | <i>Sunset Western Garden Book</i> |

General MG supplies (In drawers at far left of Desk 2)

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|----------------------------------|---|
| Extra pencils, pens, staples | MG camera & card reader (bottom drawer) |
| Tablets & scratch paper | Mailing supplies |
| 3-hole punch | Scissors |
| Colored paper for Referral forms | |

Book shelf

Note: *Helpful Books and Websites* (Tab L) is an annotated list of key resources

- Reference books are in the bookcase
 - A list of available books is held in the magnetic clip on the side of bookcase
- Return books to the shelf, matching its colored label to the topic label on the shelf
- Some resources use only botanical names; you can cross reference with *Sunset Garden Book*

File drawers with useful resource information

Note: Don't distribute any of this material; if unavailable elsewhere (e.g.: internet or client publication file drawers), photocopy for the client

- Background information, including many OSU publications, is in the file cabinets to the right of the computer desk
- The "File System List" is in the first hanging folder in the left of these 2 cabinets
- When needed, remove the desired brown folder from its green hanging folder
 - After use, replace the brown folder and its contents in its green hanging file
- If you have information to be considered for these drawers, place it in the labeled holder on the shelf at the left of Desk 2

Computer (Also see Tab J: Computer)

- Begin your research w/ local resources among our books and on the computer
- An Internet search may be needed to verify an identification; but always return to the PNW Management Handbooks for appropriate recommendations
- Use sites with information relevant to the Northwest
 - **Caution:** Certain insects, plants, and other problems aren't in the Northwest
- Don't email links to the PNW handbooks; instead, copy, paste, and edit pertinent info for home-use by deleting all commercial information

Microscope and 10x Loupes (Also see Tab H: Microscope)

- Instructions for the microscope are on the office divider wall behind the chair that faces the microscope
- The container adjacent to the microscope contains 10x loupes, a dissecting kit, and several petri dishes; additional petri dishes are on top of Insect Cabinet



Public Services Center Campus

Washington County • City of Hillsboro • Oregon State Courts

Legend

- A Juvenile Services Building
- B Facilities Building
- C Public Safety Building
- D Public Services Building
- E Justice Service Building
- F County Courthouse
- G Tongue Building
- H Tongue Annex
- I Health Clinic
- J Juvenile Shelter
- K Central Services Building
- L Light Rail Terminus - Government Station
- M US Post Office
- N Hillsboro Civic Center
- O 1890 Building
- P Disability, Aging & Veteran Services (DAVS)
- Q County Jail
- R Law Enforcement Center
- S Retail & Parking Structure
- T Community Corrections Center

Directions from Portland Int'l Airport

- From Airport, head East on NE Airport Way
- Take I-205 South (towards Portland/Salem)
- Take I-84 West (towards City Center)
- Take I-5 South (towards Salem)
- Take I-405 North (towards Beaverton)
- Take US-26 West (see instructions below)

Directions from I-5

- Take HWY 26 West (or Hwy 217 north to Hwy 26 West)
- Take the North Plains exit, turn left (South) and go over the overpass onto Glencoe Rd.
- Travel South into Hillsboro (road name changes to N First Ave)
- The Washington County Campus is located primarily between Lincoln Street and Main Street on N First Ave

Parking Lot Time Allowances*

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|---|-----------------------|
| P1 2 hr, Park & Ride, County Permit, Disabled | P7 All Day |
| P2 Reserved | P8 All Day |
| P3 Health Clinic, 30 min, Disabled | P9 Reserved |
| P4 Reserved | P10 Reserved |
| P5 2 hr, All Day, Reserved, Disabled | P11 All Day, Disabled |
| P6 2 hr | P12 All Day |

