

Responses to Clients – A Quick Look

Master Gardeners provide regionally accurate, unbiased, research-based advice obtained from the PNW Handbooks for home use.

In all instances, a positive diagnosis or identification of the arthropods, weeds, and/or plant problems must precede any suggestions for management.

Inquiry	MG action	MG response
Arthropods (insects; spiders; etc.)	Identify arthropod. If needed, use in-office referral.	If management needed, suggest research-based & regionally accurate information for home use.
Plant problems	Diagnose problem. If needed, use in-office referral.	If management needed, suggest research-based & regionally accurate information for home use.
Weeds	Identify weed. If needed, use in-office referral.	If management needed, suggest research-based & regionally accurate information for home use.

Some inquiries are beyond the qualifications of Master Gardeners.

Refer the following to the appropriate OSU extension agent or organization.

Inquiry	MG response
Pasture questions of all kinds	Washington & Multnomah County- Refer client to Chip Bubl, Agent, Columbia County, 1-503-397-3462 Clackamas County – refer client to Nick Andrews, Small Farms agent, 503-678-1264 x149 or to Soil & Water Conservation District, 503-655-3144
Poisonous plant ingestions	Refer client to Poison Control 1-800-222-1222.
Potential legal disputes	Whenever possible, refer client to appropriate Mediation agency. (See MG Resource Book.)
Products	MGs suggest only products or active ingredients cited in the PNW Handbooks. You may clarify the cited active ingredient by suggesting trade-name products from several companies. If the active ingredient is glyphosate, you could mention Roundup and Kleen-up. Such statements don't imply endorsement.
Services	MGs suggest generic services rather than specific businesses. (e.g.: for a certified arborist, see Yellow Pages, the heading Trees; for a pest control company, see Yellow Pages.)
Home remedies	Home remedies aren't research-based and some combinations are toxic.
Mushrooms	Refer client to Oregon Mycological Society for ID and use. (See MG Resource Book)
Health questions or remedies	Refer client to his/her health professional.
Commercial (person or company)	Refer to appropriate OSU extension agent. (See MG Resource Book)
Media inquiries	Refer any inquiries from the media (e.g. TV, radio, newspaper, etc.) to Weston Miller or Jordis Yost.