OSU Extension Master Gardener Program

**2019**

**Service Guide for Coordinators**

This guide is for OSU Extension Master Gardener program coordinators.

**OSU Extension Master Gardener™ Program**

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**541-737-5175**

# Table of Contents

* **List of Appendices**
* **Acknowledgements**
* **Service Guide Versions**
* **County Master Gardener Program Contacts**
	+ **County Master Gardener Programs**
	+ **Counties without Master Gardener Programs**
	+ **Statewide Master Gardener Program**

## INTRODUCTION

* **Foreword**
* **The Extension Volunteer Partnership**
* **Mission, Vision and Strategies of the OSU Extension Master Gardener™ Program**
* **Overview of the OSU Extension Master Gardener™ Program**
* **Flagship Programs of the OSU Extension Master Gardener™ Program**
* **Mission and Standards for Master GardenerTM Programs in the United States**

## MASTER GARDENER TRAINING

* **Identification and Recruitment of Volunteers**
	+ **Selection of OSU Extension Master Gardener™ Trainees**
* **Required forms for Master Gardener™ Trainees**
* **Orientation of OSU Extension Master Gardener™ Volunteers**
* **Educational Opportunities for Master Gardener™** **Volunteers**
* **Master Gardener™ Curriculum**
	+ Required Courses
	+ Elective Courses
* **Master Gardener Course Content**
* **Coordinating the Annual Master Gardener Training**
* Graduating Trainees
	+ Certificates and Badges
* Setting Master Gardener Training Tuition and Fees
* Suggestions for a Successful Training Program
* Master Gardener Training and Program Evaluation
* OSU Extension Master Gardener Recertification
* OSU Extension Master Gardener Advanced Trainings
* **Online Master Gardener™ Training Course**
	+ Overview Online Master Gardener™ Training Course
	+ Integrating Online-Trained Students with Local Programs

## [MASTER GARDENER VOLUNTEER ACTIVITIES](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#VOLUNTEER_MANAGEMENT)

* [Utilization of OSU Extension Master Gardener Volunteers](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#Utilization_of_OSU_Extension_Master_Gardener__Volunteers)
* [OSU Extension Master Gardener™ Project Selection](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#OSU_Extension_Master_Gardener_Project_Selection)
* [OSU Extension Master Gardener™ Project Selection](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#OSU_Extension_Master_Gardener_Project_Selection)
* [Service Projects for OSU Master Gardeners™](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#Service_Projects_for_OSU_Master_Gardeners)
* [Volunteer Time for OSU Master Gardeners™](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#Volunteer_Time_for_OSU_Master_Gardeners)
* [OSU Extension Master Gardener Volunteer Reporting System](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#OSU_Extension_Master_Gardener_Volunteer_Reporting_System)
	+ [Program Coordinators](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#Program_Coordinators)
* [Overview Online Volunteer Reporting System](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#Overview_Online_Volunteer_Reporting_System)
* [Enrollment Online Volunteer Reporting System](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#Enrollment_Online_Volunteer_Reporting_System)
* [Report New Volunteer Service Hours](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#Report_New_Volunteer_Service_Hours)
* [Report New Continuing Education Hours](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#Report_New_Continuing_Education_Hours)
* [Recognition of OSU Extension Master Gardener Volunteers](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#Recognition_of_OSU_Extension_Master_Gardener_Volunteers)
* [Managing the OSU Extension Master Gardener™ Program](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#Managing_the_OSU_Extension_Master_Gardener_Program)

## [POLI****CIES AND PROCEDURES****](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#POLICIES_AND_PROCEDURES)

* Master Gardener Certification and Recertification
* Pest Control Agreement
* Use of the Title Master Gardener
* Background History Checks for OSU Volunteers
* Use of the OSU Extension Master Gardener Title and Logos
* Volunteer Transfers between Counties or from Another State
* Political Action Committees
* Plant Clinic Procedures
* Identifying Potentially Poisonous Plants
* [Policy on Providing Advice / Support for the Culture and Care of Marijuana](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#Marijuana Policy)
* [Annual Timeline for the OSU Master Gardener Program](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#Annual_Timeline__or_the_OSU_Master_Gardener_Program)
* [Volunteer Liability and Risk Management](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#Volunteer_Liability_and_Risk_Management)
* [Dismissing a Volunteer](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#Dismissing_a_Volunteer)
* Master Gardener Volunteers and School Garden Programs
* **Lettuce Grow Sustainable Gardening Classes**

## [THE OREGON MASTER GARDENER ASSOCATION AND ITS CHAPTERS](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#OMGA_and_its_Chapters)

* Brief History of the Oregon Master Gardener Association
* Current Role of the Oregon Master Gardener Association
* Relationship between Master Gardener Program and Master Gardener Associations
* Collaboration between the Master Gardener™ Program and Master Gardener Associations
* Guidelines for OMGA Chapter Websites
* Hospitality Guidelines for Master Gardener Conferences and Seminars

# List of Appendices

Appendix A.1. Sample News Release about OSU Master Gardener Program

Appendix A.2. Sample Master Gardener Application

Appendix A.3. Sample Interview Questions

Appendix A.4. Sample Acceptance Letter

Appendix A.5. Sample Rejection Letter

# ACKNOWLEDGEMENTS

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Rosie Lerner, Community Horticulture Extension Specialist at Purdue University, and Marianne Riofrio, Extension Associate at Ohio State University, graciously made the Master Gardener coordinators’ handbooks used in their programs available to Oregon State University. These handbooks served as the foundation for this Service Guide.

Ann Marie VanDerZanden, former OSU statewide Master Gardener Coordinator, developed the first version of this Service Guide for OSU. Additional contributors include: Jan McNeilan (OSU Extension, retired), Ray McNeilan (OSU Extension, retired) and Linda McMahan (OSU Extension, Yamhill County). Patty Driscoll (Program Assistant, OSU Master Gardener Program) worked to revise this version of the Handbook and gathered updates of several of the documents in the Appendices. Gail Langellotto (OSU statewide Master Gardener Coordinator) edited and oversaw the revisions of this version of the OSU Extension Service Guide for Coordinating a County Master Gardener™ Program, with input and advice from Master Gardener volunteers and personnel from across Oregon.

Reviews and editorial comments on previous versions were provided by: Janice Cowan, Linda McMahan, Amy Jo Detweiler, Patty Driscoll.

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### SERVICE GUIDE VERSIONS

* Version 1.0, November 2002  (Coordinated by Anne Marie VanDerZanden)
* Version 2.0, November 2004 (Major revisions coordinated by Jan McNeilan)
* Version 3.0, October 2010 (Major revisions coordinated by Gail Langellotto)
* Version 4.0, September 2016 (Major revisions coordinated by Gail Langellotto)
* Version 4.1, October 2019 (Minor revisions coordinated by Gail Langellotto)

###

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## Counties without Master Gardener Programs

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* Grant County, 530 E. Main Street Ste 10, John Day, OR 97845
* **Lake County**, 103 South E Street, Lakeview OR 97630
* **Malheur County,** 710 SW 5th Ave, Ontario OR 97914
* **Morrow County,** 54173 Hwy 74 (PO Box 397), Heppner, OR  97836
* **Sherman County,** PO Box 385, 409 Hood Street, Moro 97039
* **Wallowa County**, 668 NW 1st Street in Enterprise, Oregon 97828
* **Wheeler County,** PO Box 407, Fossil, OR 97830-0407

## Statewide Master Gardener Program

Statewide MG Website**:**http://extension.oregonstate.edu/mg/

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**Please submit all changes of personnel to Gail Langellotto.**

## MASTER GARDENER PROGRAM CONTACTS

## Who To Contact For

#### **Questions about Youth Safety Compliance**

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#### **Information on the Forms that Are Required for New and Returning Volunteers**

* This information is currently posted on the OSU Master Gardener Coordinators Blog: <http://blogs.oregonstate.edu/mgcoordinators/forms/>
* For more information, please contact Gail Langellotto, Statewide Master Gardener Coordiantor, 541-737-5175, gail.langellotto@oregonstate.edu

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# INTRODUCTION

## Foreword

This OSU Extension Service Guide for Coordinating a County Master GardenerTM Program is designed for use by Oregon State University Extension personnel in developing and managing a county or multi-county Master Gardener Program.

The information and resource materials contained here will be useful to both Extension personnel considering a Master Gardener Program for the first time, as well as those currently managing a program.

It includes:

* Materials for recruiting, training, and managing OSU Extension Master Gardener volunteers
* Organizational and managerial tips for Master Gardener Program staff
* Information on the Oregon Master Gardener Association and County Master Gardener Associations
* Policies and Procedures of the OSU Master Gardener Program
* Copies of reference documents that may be of use to Master Gardener Program staff

If you have suggestions, comments or questions about any part of this Service Guide, please contact:

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## The Extension-Volunteer Partnership

OSU Master Gardener™ volunteers are vital to Extension Services nationwide. Volunteers helped create the Extension Service in the early 1900s, and continue to guide its growth and development.

The time and talent donated by volunteers enable the Extension System to create and maintain stronger, more relevant programs and greater visibility in the community. Through Master Gardeners, we have reached more people throughout the U.S., served more communities, and created greater clientele confidence.

Successful Master Gardener Programs are the result of a solid working relationship between Extension personnel and Master Gardener volunteers. The Extension-Volunteer Partnership has been shown to be most satisfying when volunteers are provided a solid educational foundation, perform service that is recognized and valued, and have an opportunity to continue and advance their training. Likewise, Extension personnel perform best when they receive training and information on working with volunteers, and are able to efficiently and effectively utilize the time and talent of volunteers.

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## ****Mission, Vision, Strategies of the OSU Extension Master Gardener™ Program****

**Mission Statement**: We educate people about sustainable gardening in the Pacific Northwest, via annual Master Gardener trainings, educational opportunities for the general public and recommendations and advice delivered by trained volunteers.

**Vision**: We endeavor to establish Oregon State University Extension as an authoritative and first choice for people seeking research-based and objective information and education on sustainable gardening in the Pacific Northwest.

**Action Items**: Towards this end, we will work to:

1. retain quality faculty and staff and to increase faculty FTE associated with the Oregon State University Extension Master Gardener Program.
2. ensure that our information is accurate, up to date and focused on sustainable approaches/methods
3. update our online presence, so that more of our information is easily accessible to a broad audience
4. market our services to the general public, to increase awareness of Extension Master Gardener resources and opportunities, as well as to build public support for the Oregon State University Extension Master Gardener Program
5. better connect with national EMG initiatives, to represent Oregon's needs and to help drive the national Extension Master Gardener program
6. foster sustainable financial support for the Oregon State University Extension Master Gardener Program - statewide and in counties

### Overview of the OSU Extension Master Gardener™ Program

**The purpose of the OSU Extension Master Gardener Program is to provide training for volunteers who in turn assist in providing community horticulture services to the public.**  Under the auspices of Oregon State University Extension, individuals with an active interest in horticulture enroll in an intensive training program in horticulture and related fields. When the trainees complete a 40-hour (minimum national standard) training program, pass all assessments required by their county Master Gardener Program, and complete their volunteer service requirement, they become certified as an OSU Extension Master Gardener. The volunteer service requirement is expected to be comparable to the number of hours received in training. This service after the training is referred to as ‘volunteer payback’, ‘volunteer practicum’ or ‘volunteer service requirement’ by various county programs across the state. At the statewide level, and throughout this manual, the service is referred to as the ‘volunteer service requirement’.

Master Gardener certification is good for one calendar year. Advanced training and recertification opportunities are available on an annual basis for those wishing to continue in the OSU Extension Master Gardener Program.

While the concept is simple, the process of implementing this program is more demanding. There are costs for the program in time and personnel, but these should be considered investment costs. The Master Gardener Program allows the local Extension office to provide community horticulture education and services to a public demanding assistance, and to develop a broader clientele base. If your programming has not been addressing community horticulture issues, you may find that this clientele group can offer you important support with your county government.

**Supporting Publications**

* Langellotto, G. A., VanDerZanden, A. M., McNeilan, J. and McNeilan R. A.  2014.  EM8749:  An introduction to being a Master Gardener volunteer.  OSU Extension Service Publication EM 8749.
	+ https://catalog.extension.oregonstate.edu/sites/catalog/files/project/pdf/em8749.pdf

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## ****Flagship Programs of the OSU Extension Master GardenerTM**** ****Program****

In 2008, the Home Horticulture working group chose **Sustainable Gardening** and **Local and Backyard Food Production** as the two flagship programs of the OSU Extension Master Gardener Program.  These areas have always been a focal point of Master Gardener trainings and service, but having formally decided upon these programs helps to guide communications about the Program, basic and advanced training opportunities and planned Extension publications.

**Sustainable Gardening.** A ‘sustainable garden’ is defined as one where the gardener is able to meet their needs and expectations, without compromising the ability of future generations to meet their own needs. Lectures, workshops, seminars and Extension publications teach Master Gardeners and others how to adopt and maintain more sustainable gardening practices.

**Local and Backyard Food Production**. Local and backyard food production contributes to a sustainable food system, greater food security and a nutrient rich diet. Lectures, workshops, seminars and Extension publications teach Master Gardeners and others about the various aspects of vegetable gardening and fruit production in a private or community garden.

## ****Mission and Standards for Master GardenerTM Programs in the United States****

The Extension Master Gardener National Committee (EMGNC) provides a national focus and contact point for the nationwide Extension Master Gardener (EMG) program and the various state efforts in Extension Consumer Horticulture. In 2012, the EMGNC appointed a task force to develop a nationally unifying mission statement and set of program standards. These were developed in 2013, and adopted in 2014. More information on the development of the mission statement and standards is available in a 2015 Journal of Extension article.

**Our National Mission**: Extension Master Gardener programs educate people, engaging them in learning to use unbiased, research-based horticulture and gardening practices through a network of trained volunteers directed and supported by land-grant university faculty and staff.

**Our National Standards**: Extension Master Gardener programs are networks of land-grant university-trained volunteers, distinguished by the standards listed below.  To achieve greater consistency in program management and the volunteer experience across the Cooperative Extension system nationally, state Extension Master Gardener programs will strive to meet these standards and ensure they are reflected in the statewide program.

Program Structure and Expectation Standards

* has an established statewide organizational system
* establishes state program goals that align to achieve the EMG program mission
* engages in Extension-approved projects and programs designed to educate the public about horticulture and gardening
* is accountable to state Extension leadership and local stakeholders
* shows documented educational impact in local communities that demonstrates behavior change and public value
* follows the Equal Opportunity Guidelines for their state and/or university

Volunteer Management and Preparedness Standards

* uses recognized volunteer management practices
* incorporates a system for volunteer leadership and development
* uses an established state training curriculum (A suggested core curriculum includes Botany, Physiology, Soils, Basic Pathology, Entomology, Weeds, IPM, Vegetables, Fruits, Turf, Woody Ornamentals, Herbaceous Ornamentals, Composting, Diagnostics and Troubleshooting, Planting and Maintenance, Introduction to Extension Master Gardener Program, and Record Keeping and Reporting)
* requires a measurement of volunteer competency following completion of state training program
* requires volunteer service hour; 40-hour volunteer service minimum in the initial training year and 20-hour volunteer service minimum in subsequent years
* requires annual continuing education and professional development hours; 10 hours minimum annually in years following initial training
* uses an annual recertification criteria and process

**Supporting Resources**

* About the Extension Master Gardener National Committee: http://articles.extension.org/pages/13730/extension-master-gardener-national-committee
* Langellotto, G. A.,D. Moen, T. Straub, S. Dorn. 2015. The first nationally unifying mission statement and program standards for Extension Master Gardener programs at Land Grant Universities. Journal of Extension [On-line] 53(1) Article 1IAW1. Available at: http://www.joe.org/joe/2015february/iw1.php

# ****MASTER GARDENER TRAINING****

## Identification and Recruitment of Volunteers

The actual recruitment process should start two to five months before training begins. At this point in the calendar year, you may have already accumulated a list of people who have expressed interest in the program. You may have collected names at public gardening events, farmer's markets or in the Extension office.  Potential volunteers may have called to ask about training opportunities, or they may have used the online sign-up form (http://extension.oregonstate.edu/mg/signup) to receive an application for the next Master Gardener training in your county.  The statewide coordinator will periodically forward you contact information received from the online signup form. You may have other sources of potential volunteers through a newsletter mailing list, garden club contacts, and so on.

Before accepting potential volunteers into an annual training class, consider how many volunteers you need to keep your program going and/or to grow your program.  Do you have the time to schedule and supervise the activities of 10, 20, 50 or 100+ volunteers? What types of skills and experience do you require from volunteers, to continue the activities you have planned for the year?

The factors you consider and how many volunteers you choose to accept are up to you and your supervisor. Having the Master Gardeners assist with clientele requests for gardening information and doing simple diagnoses of routine plant problems is a common activity. This may be the only activity you are able to supervise, given your current position description and appointment. Or, you may have other activities in mind. Some activities may require very specific skills or interests from Master Gardener volunteers, while others may be more general.

It is important to recruit from all communities, socio-economic groups, adult ages, and ethnic groups in your area. This will provide you with a pool of potential volunteers with diverse backgrounds and interests. This diversity can be of great benefit in reaching a broader audience. Potential volunteers must have the time and be willing to volunteer in the specific jobs and locations with active or emerging OSU Extension Master Gardener projects.

One of the best ways to advertise the Master Gardener Program is through the mass media - newspaper, radio, television, and on your county’s website. An article in the local newspaper’s gardening column and announcements on TV and radio interviews can generate many applications. Poster announcements in nurseries, garden centers, farmers markets and at Extension events will also generate interest.  If your county and/or Master Gardener Program maintains a social media presence, you can use these resources to reach a broader audience of potential volunteers.

Some counties hold informational meetings to introduce the Master Gardener Program to potential applicants. This serves the dual purpose of eliminating those people who are looking for gardening information but are not interested in volunteering, as well as beginning the process of orienting future Master Gardeners to the OSU Extension Service. Current Master Gardener volunteers should be invited to describe their experiences with the Program, including their time in training sessions and volunteer activities.

**Supporting Resources**

* Online Sign Up Form: <http://extension.oregonstate.edu/mg/signup>
* Appendix A.1: Sample news release.
* Washington State University's MG Program Coordinator Training: Recruiting Volunteers: <http://breeze.wsu.edu/recruit/>

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## Selection of OSU Extension Master Gardener™ Trainees

The success of the Master Gardener Program depends greatly upon who is selected for training. One of the most common errors made in this type of program is the belief on the part of the coordinator that all applicants should be accepted and trained; and the belief on the part of an applicant that they have the right to be a volunteer, no questions asked.

Oregon State University Extension wants to provide the best possible educational programs and activities to volunteers, as well as to the general public. Master Gardener volunteers are asked to assist in providing quality programs and services to the general public. In turn, volunteers receive special training and support. This is a partnership with responsibilities on the part of both sides.

The quality of the volunteer corps serving as Master Gardeners will make or break the program. Thus, base your selections of Master Gardener trainees on the following factors:

* The jobs or tasks the Master Gardeners will perform: Before accepting trainees into the program, you should know how you plan to utilize the Master Gardener volunteers and what the focus of your program is to be. Select those applicants with an interest in horticulture and in the specific jobs that you need to be filled.
* The reason a person wants to become an OSU Extension Master Gardener: What motivates an applicant is one of the most significant factors in the success of a Master Gardener. The applicant who wishes to share his or her knowledge, enjoys working with people or values providing service in their community tends to make the best volunteer. On the application form or during an interview, explore the interest and motivation of applicants.
* The availability of the applicant, relative to the availability of volunteer opportunities: Although a potential applicant may have the interest in specific tasks that are needed in your program, and may possess the proper motivation, he or she may not be available to volunteer. Plant clinic and diagnosis during Extension office business hours may best be suited to those who are able to volunteer during the regular work day. Plant clinic and diagnosis during weekend farmer’s markets (seasonal) and online Ask an Expert are volunteer opportunities that are likely to be more accessible to a more diverse array of volunteers.

You may want some assistance in selecting Master Gardener candidates, especially if you have more applicants than slots to fill. This assistance can come from an advisory group or a committee of current Master Gardeners. Appendix A.2 includes a sample application form. You should first review the applications and select individuals who appear to have interests in line with your program plans and volunteer opportunities, before working with an advisory or selection committee to choose Master Gardener candidates.

In addition to reviewing written applications, it can be useful to conduct personal interviews. A face-to-face interview gives you the opportunity to question items on the application, and gives the potential volunteers the opportunity to express themselves verbally. The interview need not be very long, especially considering that you may have a number of people to interview. To facilitate this process, Appendix A.3 includes sample interview questions. Contact the Extension Human Resources office on campus for University guidelines on interviewing techniques. Oregon State University’s Search Excellence guide has a list of questions that are inappropriate to ask during the interview process (http://hr.oregonstate.edu/search-excellence/interviewing).

Notify applicants not accepted into the training program as well as those who are. You may want to maintain applicants on a waiting list for the following year, or to accept them into the program if someone drops out very early in the training period. Sample acceptance and rejection letters may be found in Appendices A.4 and A.5.

**Supporting Resources**

* Appendix A.2. Sample Master Gardener Application
* Appendix A.3. Sample Master Gardener Interest and Skills Forms
* Appendix A.4. Sample Interview Questions
* Appendix A.5. Sample Acceptance Letter
* Appendix A.6. Sample Rejection Letter
* Oregon State University Search Excellence Guide, Inappropriate Questions: http://hr.oregonstate.edu/search-excellence/interviewing

## ****Required Forms for Master Gardeners™****

Master Gardener trainees and Master Gardener volunteers must complete and file required paperwork before they start or continue their volunteer service.

#### Required Forms

Currently, the following forms are required of all Oregon State University Extension Master Gardener Volunteers:

* **Position Description Form**: This form describes the job of a MG Extension volunteer, as well as position requirements and supervision.  If either of the two boxes under 'optional assigned duties' are checked, then the Criminal History Check form must also be filled out and submitted by the potential Master Gardener trainee.
* **Conditions of Volunteer Service Form**: All volunteers must complete this form to be a registered university volunteer.  Doing so not only recognizes the volunteer as an official agent, it allows the university to extend coverage for tort liability (civil liability for injuries or damages to person or property of others) subject to the following general conditions:
	+ You are working on an OSU task assigned by an authorized OSU supervisor;
	+ You limit your actions to the duties assigned (defined in the assigned duties section below); and
	+ You perform your assigned duties in good faith, and do not act in a manner that is reckless or with the intent to unlawfully inflict harm to others.
* **MG Code of Conduct Form**: Describes the expectations of MG Extension trainees and volunteers.

The Conditions of Volunteer Service form must be completed and filed by active volunteers on an annual basis. The Position Description must be completed and filed by volunteers, any time there is a change in their position description (i.e. their Master Gardener duties now include working with youth, when their previous position description did not have this as an assigned duty). All Master Gardener forms must be held on file for 5 years after a volunteer leaves the program, before the forms can be destroyed. See [Oregon Secretary of State Records Retention Schedule](http://arcweb.sos.state.or.us/pages/rules/oars_100/oar_166/166_300.html), 166-300-0040 Personnel Records, (20) Volunteer Program Records for more information.

**All required forms must be completed and on file, before a Master Gardener trainee or certified Master Gardener can start or continue their volunteer service.**

#### Conditional Forms

Currently, the following forms are conditionally required, depending upon whether the one or both boxes of the ‘Optional assigned’ duties (works with you, or drives on behalf of OSU) are checked on the Position Description form.

* **Criminal History Check Disclosure Notice and Release Authorization**: This form is mandatory for all Master Gardener trainees and volunteers who work with youth as part of their Extension duties.  The form must be resubmitted once every two years, to maintain a volunteer's eligibility to work with youth on behalf of OSU, as part of their volunteer duties.  Master Gardeners who do not work with youth on behalf of OSU do not have to fill out this form.
* **Motor Vehicle History Check**: Master Gardener trainees and volunteers who drive a motor vehicle on behalf of OSU are required to submit a copy of their driving history to the OSU office of Risk Management. For more information on the criminal history and motor vehicle checks, visit the OSU Office of Human Resources FAQ page on these topics.

#### ‘As Needed’ Forms

The following forms should be used on an ‘as needed’ basis with Master Gardener volunteers.

* **Photo Opt Out Release**:  MGs should complete this form ONLY if they do NOT wish for OSU to record their participation and appearance on any recorded medium.  This release form must accompany the Conditions of Volunteer Service Form (for MG volunteers) or the Acknowledgement of Risk and Waiver of Liability Form (for the public). This form is posted on the OSU Risk Website: <http://risk.oregonstate.edu/forms>
* **Acknowledgement of Risk and Waiver of Liability** (for those who attend a public MG program). These forms (also known as waivers) are used to:
	+ Inform prospective participants of potential risks involved with an activity
	+ Allow an individual to voluntarily choose to incur risks
	+ Secure an agreement from the individual to hold harmless the University

OSU has two version of the form: one for individuals and one for groups. In the past, we have used the waivers for a grafting workshop which required participants to walk from campus to a local orchard. The workshop also required the use of very sharp grafting knives. OSU offers the following guidance on when the waivers are required, recommended or not needed, at: <http://risk.oregonstate.edu/waivers>. The forms themselves are posted on the OSU Risk Website: <http://risk.oregonstate.edu/forms>

* **Report of Accident/Illness**: An online ‘Public Incident Report’ should be submitted anytime an accident occurs at an OSU Extension event or site. Volunteers, when working in their capacity as an OSU Extension volunteers, are considered agents of the University. If a volunteer is hurt when working for Extension, the volunteer's Extension supervisor should complete the form, and submit to OSU Human Resources. If a visitor to an Extension event or program is hurt, the OSU employee notified of the accident should complete the form. The online reporting form may be accessed at: <https://oregonstate2-gme-advocate.symplicity.com/public_report/index.php/pid902325>?

#### Form for Master Gardener Chapters (i.e. OMGA Chapters, Master Gardener Associations)

* **Temporary Nursery License**: For each plant sale held by a Master Gardener Chapter or Master Gardener Association in Oregon, an application for a temporary nursery license must be submitted to the Oregon Department of Agriculture.

#### Forms Which Are No Longer Required

In the past, we had volunteers complete and file a **Pest Control Agreement Form**, and a **Use of the Title Master Gardener Form.** In an effort to reduce the paperwork burden on volunteers and coordinators, these are now longer required forms. However, they remain policies of the Oregon State University Extension Master Gardener Program, and are covered in the Policies and Procedures section of this service guide.

**Supporting Resources**

* Required MG Program Forms: <http://horticulture.oregonstate.edu/content/master-gardener-program-forms>
* Oregon Secretary of State Records Retention Schedule: <http://arcweb.sos.state.or.us/pages/rules/oars_100/oar_166/166_300.html>
* Oregon State University FAQ page for Motor Vehicle History Checks: <http://hr.oregonstate.edu/training-topics/motor-vehicle-history-check?page=1>
* Oregon State University Risk Management Forms: <http://risk.oregonstate.edu/forms>
* Oregon State University Guidelines for Waivers: <http://risk.oregonstate.edu/waivers>
* Oregon Department of Agriuclture Temporary Nursery License: <https://www.oregon.gov/ODA/programs/NurseryChristmasTree/Pages/NurseryLicensing.aspx>
* Public Incident Report (to report an accident or illness: <https://oregonstate2-gme-advocate.symplicity.com/public_report/index.php/pid902325>

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## Orientation of OSU Extension Master Gardener™ Volunteers

Time should be taken to introduce new OSU Extension Master Gardener volunteers to their specific jobs and to Extension programming in their county. Orientation should go beyond that, however, to include knowledge of major programs and issues that OSU Extension and the Cooperative Extension System address on the local, state and national level. **The clearer and more complete a picture that the Master Gardeners have of the Extension Service they are serving; the more they will be able to support your program.**

Orientation to Extension and the Master Gardener Program can take place in several stages. As mentioned in the Identification and Recruitment section, orientation can begin during informational meetings. Other opportune times for orientation are the first and last training sessions. These sessions may include information on volunteer opportunities, program policies, the role of the Extension Service and the Oregon Master Gardener Association, etc.

OSU Extension publication EM 8749 *‘An Introduction to Being a Master Gardener Volunteer’*, which is ordered separately from the EM 8742 Sustainable Gardening: The Oregon Washington Master Gardener Handbook, must be included with the handbook for new trainees and can assist in the process of volunteer orientation.

It may be helpful to give trainees additional information, such as:

* the OSU Extension Master Gardener Mission, Vision, and Actions Statement
* Master Gardener Program Annual report
* Respective roles of the OSU Extension Master Gardener Program and the Oregon Master Gardener Association

**Supporting Resources**

* Langllotto, G. A., VanDerZanden, A. M., McNeilan, J. and McNeilan, R. 2014. An introduction to being a master gardener volunteer. Oregon State University Extension Service Publication EM 8749.
	+ Accessible online at: <http://extension.oregonstate.edu/catalog/pdf/em/em8749.pdf>
* OSU Master Gardener Program Annual Reports: http://extension.oregonstate.edu/mg/master-gardener-program-quick-stats

### Basic and Continuing Educational Opportunities for Master Gardener™ Volunteers

The primary reason many volunteers enter the Master Gardener Program is to receive education in the area of community horticulture and plant science. If this is accomplished through a good training program, it is easier to maintain volunteers’ motivation.

The OSU Extension Service Master Gardener basic training program is intended to provide volunteers, who are striving to become Master Gardeners, with a broad range of horticultural and related information. This information should augment their existing knowledge and abilities, bring them up to date on new horticulture practices and issues, and help them develop skills that will enable them to share this information with others. Ultimately, the training should both challenge and benefit the volunteer and meet the needs of the volunteer program manager in training new individuals that can assist with educational outreach in their community.

In addition to the basic training program, most OSU Extension Master Gardener Programs, as well as Oregon Master Gardener Association (OMGA) chapters, provide continuing education opportunities for volunteers. Additional opportunities for education and advanced training include all-day garden fairs and seminars. **If the Master Gardener Program or the Master Gardener Association within your area is hosting such an event, please make sure to add your event to the Oregon State University calendar (**[**http://calendar.oregonstate.edu/**](http://calendar.oregonstate.edu/)**), and add the event to the ‘Master Gardener Program’ calendar.**

**Supporting Resources**

* OSU calendar: <http://calendar.oregonstate.edu/>
* OSU Extension Master Gardener calendar: <http://calendar.oregonstate.edu/mastergardener>
* To submit an event to the OSU Extension Master Gardener calendar: <http://calendar.oregonstate.edu/osu/submit/>

### OSU Extension Master Gardener™ Curriculum

Master Gardener training should consist of at least 40 hours of class time. Required classes include a core of 3 subjects that are considered to be integral to a Master Gardener volunteer’s training and education (Basic Botany, Pesticides, MG Program). In addition, individual Master Gardener Programs can tailor their curriculum to meet local needs, by choosing courses from each of the 3 major areas of emphasis of the Master Gardener Program. These areas are: Plant Problem Diagnosis, Sustainable Gardening, and Backyard and Community Food Production. The specific details of each class are largely determined by local needs, as well as the expertise of individual speakers who are recruited to teach a class. If you have topics that you would like a speaker to include in their class, please make sure to communicate your preferences when you extend an invitation to a prospective speaker.  Whenever possible, ‘hands-on’ training should be used, and instructors should be encouraged to bring, or the local program office should make available, examples of pests, soils, plants, etc., to enhance learning.

A major focus of Master Gardener training should be directed at diagnosing plant problems and offering solutions. Volunteers adept at plant problem diagnosis and recommendations will be able to greatly assist Extension faculty and staff in serving the general public. The content of the basic training program should also support a Master Gardener’s ability to provide sustainable gardening solutions to plant and landscape problems, and to advise individuals within the community how to grow food in local conditions. Because Sustainable Gardening and Local and Backyard Food Production are the two flagship programs of the OSU Master Gardener program, curricular content should reflect these foci. Finally, a well-rounded program should orient trainees to the mission, role and responsibilities of OSU Master Gardener Program and Master Gardener volunteers.

Given curricular priorities, a suggested set of courses is listed below. Counties should include all required courses in their basic training program, and can choose classes that are most appropriate to local conditions and needs to satisfy requirements for Plant Problem Diagnosis, Backyard and Local Food Production and Sustainable Gardening. The specific details of each class can be tailored for local conditions. Whenever possible, ‘hands-on’ training is used, and instructors should be encouraged to bring, or the local program office should make available, examples of pests, soils, plants, etc., to enhance learning. .

**Required Courses**: In order to be certified as an OSU Master Gardener volunteer, all trainees must complete these classes.

* The OSU Master Gardener Program
* Understanding Pesticides
* Basic Botany

**Plant Problem Diagnosis**: Choose at least 2 of the following classes.

* Diagnostics
* Insect ID
* Plant Pathology
* Weed ID and Management
* Vertebrate pest management
* Resources for Master Gardeners

**Sustainable Gardening**: Choose *at least*2 of the following classes.

* Soils and Fertilizers
* Compost
* Integrated Pest Management
* Sustainable Landscape Design
* Organic Gardening
* Gardening for Wildlife
* Rain Gardens
* Water Quality
* Waterwise Gardening
* Native Plants
* Invasive Species

**Backyard and Community Food Production**: Choose *at least* 2 of the following classes

* Organic Gardening
* Vegetable Gardening
* Small Fruits
* Home Orchards
* Herbs
* Container Gardening
* Compost

**Elective Classes**: Choose as many classes as are necessary to round out curricular content.

* Herbaceous Ornamental Plants
* Houseplants
* Lawns
* Localized Gardening (Coastal, Valley, High Desert, etc.)
* Pruning
* Woody Ornamental Plants

### OSU Extension Service Master Gardener™ Class Content

The content of particular courses will vary according to local needs, as well as the speaker that is recruited to present a particular topic. Nonetheless, the subheadings of topics listed under each class are presented as a suggestion. You may want to share this information with your local presenters.

**All educational information and content presented as part of the Master Gardener program should be research-based, and presented in an objective, unbiased fashion.**  Please ensure that all speakers understand, and are willing to subscribe to this commitment.

Introduction/Orientation to Master Gardener Program (30 Minutes - 1 hour)

* Overview of Extension, it’s structure and programs offered
* What is the Master Gardener Program and what is expected of volunteers in return for training provided
* OMGA and its chapters, chapter activities and functions
* Differences between OMGA Chapters and the OSU Master Gardener Program

Resources for Master Gardeners (1 – 2 hours)

* The value of different sources of information (i.e. PNW handbooks, Extension publications, journal articles, Extension websites versus internet sources such as Wikipedia, newspaper articles, etc.)
* PNW Handbooks (hardcopy and online versions)
* How to use resources in your local plant clinic
* Where to go for more information (locally, regionally, statewide)

Botany (3 – 6 hours)

* Introduction to horticulture (definitions, branches of horticulture, modern horticulture areas of study)
* Basic Botany
	+ Plant physiology, how plants grow (e.g. photosynthesis and respiration)
	+ Plant morphology, terms and definitions
	+ Non-plants groups of interest to Master Gardeners (e.g. fungi, algae, slime molds, lichens)
* Basic Plant Taxonomy
	+ How organisms are classified (Linnean system of classification, Latin names)
	+ Basic plant classification, diversity of plants (e.g. liverworts, mosses, ferns, horsetails, seed plants)

Diagnostics (3 – 4 hours)

* Procedures and step-wise methods of diagnosing plant ailments
* The value of different sources of information (i.e. PNW handbooks, Extension publications, journal articles, Extension websites versus internet sources such as Wikipedia, newspaper articles, etc.)
* Learning to use the PNW handbooks and other valid sources of information
* Hands-on learning with plant samples or written descriptions of plant problems

Entomology (3 – 4 hours)

* Insect orders and species of particular interest to gardeners (pests and beneficials)
* Learning more about the PNW Insect Handbook (online version and hardcopy version),
* Introduction to the OSU Insect ID Clinic services
* How to diagnose insect problems, hands-on learning with plant samples or written descriptions of plant problems

Pesticide Safety (3 – 4 hours)

* Pesticides defined
* Hazards and risks of pesticides (i.e. toxicity, LD50, signal words, pesticide poisoning)
* Reading the product label
* Personal Protective Equipment (PPE) and Pesticide Applicators
* Storage, Disposal and Environmental Effects

Plant Pathology (3 – 6 hours)

* Definition of plant disease
* Introduction to disease-causing organisms
* Symptoms and signs of disease
* Principles of plant disease management
* Learning more about how to use the PNW Plant Disease Handbook (online version and hardcopy version)
* Introduction to the OSU Plant Pathology Clinic services
* How to diagnose plant disease problems, hands-on learning with plant samples or written descriptions of plant problems

Soils and Fertilizers (3 – 4 hours)

* Definition and components of soil
* Soil Structure, Mineral parts of soil, Water and Air relationship, Drainage
* Soil pH, Mineral retention
* Soil Organic Matter
* Soil building methods, sustainability
* Mineral needs of plants and Fertilizers

Compost (1 ½ - 3 hours)

* Why Compost?
* Components of Compost
* Caring for your Compost Pile, Troubleshooting
* Field trip to see local composting efforts

Container Gardening (1 ½ - 3 hours)

* Types of containers (focus on cheap, no-cost, creative containers)
* Basic needs of containerized plants - soil, water, nutrients, light
* What to grow in containers
* Common problems with containerized plants

Houseplants (1 ½ hours)

* General identification of types
* Environmental needs of indoor plants
* Potting media
* Pests of indoor plants and their control

Herbaceous Ornamental Plants (1 ½ - 3 hours)

* Herbaceous ornamentals, defined
* Annuals, propagation, planting, maintenance, seed saving
* Herbaceous perennials, planting, management, propagation methods
* Garden Design, Plant Selection, Soil Preparation
* Maintenance, fertilizer, pruning

Home Orchards (3 hours)

* Types and varieties for home gardens
* Rootstock selections available for dwarfing trees
* General cultural practices and care
* Pest identification and controls
* Maintenance, fertilizer, pruning

Integrated Pest Management (3 hours)

* OSU Extension IPM Mission
* Principles of IPM – Monitoring, Identify the pest, Establish a threshold, Control using all available strategies
* Cultural Control
* Physical Control
* Biological Control
* Chemical Control

Lawns (3 hours)

* Varieties of grass and their best uses
* Ecology of lawns and their needs
* General care of lawns, fertilizers and lime, mowing, watering
* Pest problems and control measures
* Renovation of older lawns, thatching
* Seeding and sodding methods

Localized Gardening -Coastal, Valley, High Desert, etc. (3 hours)

* Soils, climate, growing season of local area
* Adapted plants
* Pest problems and control measures
* Special challenges and opportunities
* Top questions received in the local Master Gardener Plant Clinic

Organic Gardening (1 ½ - 3 hours)

* USDA definition of ‘organic’, and how that applies to gardening
* Organic methodologies – soil building, pest management
* Organic fertilizers, organic pesticides
* Credible resources for information on organic gardening

Pruning (3 hours)

* Tools and their use
* Types of pruning cuts
* Types of plants and how to prune them
* Hands-on activity, if possible

Sustainable Landscape Design (1 ½ - 3 hours)

* Sustainability, defined
* Water use, waterwise gardening
* Invasive plants, prevention, alternatives to invasive ornamentals
* Pesticide and Fertilizer use, Preventing run-off and water contamination
* Introduction to IPM
* Mulching, composting

Vegetable Gardening (3 hours)

* Planning Your Garden
* What to Grow
* Soils and Bed Preparation
* Planting
* Season Extenders and Planting Arrangements
* Post Plant Care
* Maintenance and IPM
	+ Abiotic Problems
	+ Biotic Problems

Vertebrate pest management (1 ½ - 3 hours)

* Identification of local types by damage, droppings, prints, and/or sight
* Cultural control, including resistant plants and tolerance
* Physical control
* Baits and other means of chemical control
* Resources for vertebrate pest management

Weed ID and Management (3 hours)

* Growth cycles and types of weeds
* Control measures, herbicides, mulches, groundcovers, mowing
* Weed identification

Examination and Review (3 hours)

* Examination is open book and open note
* A score of 70% of higher is needed, in order to pass
* Students must pass the final examination, in order to be eligible for Master Gardener volunteer service
* Students may retake the exam, if they have attended training classes, and with coordinator permission

### Coordinating the Annual Master Gardener Training

For a training program to be most successful, it requires some forethought as to how you want it to be developed. A well-organized effort is needed to reserve facilities, select and secure speakers and managing the program once training begins.

Training for the Oregon Master Gardener Program is usually completed between January and April. Some counties in central and southeastern Oregon, where the beginning of the growing season occurs later in the year (relative to western Oregon), begin their training in March or April.

Generally, training is provided by Extension faculty within the county, experienced program assistants, Extension faculty with regional or statewide responsibilities, and/or experienced Master Gardeners. As needed, other professionals may be involved in the training program. You should begin planning your course schedule, and recruiting potential speakers for particular classes, approximately 3 months before training begins. A list of Extension faculty who are able to teach Master Gardener training classes, as well as the classes they can teach and the areas where they are willing to travel, can be found in the Box account for the Master Gardener Program. Contact the state coordinator for access to the Box account.

**Supporting Materials**

* Link to Master Gardener Program Box Files: <https://oregonstate.box.com/s/ke22a161h9c8iy9nqedhuqmc5ck5sov4>

### ****Graduating Trainees****

In order for a trainee to become an OSU Extension Master Gardener, an individual must complete the training program and pass any quizzes and exams (sometimes called an “open book review”) with a 70% or better average. The Master Gardener trainee must also complete their service hours out of their local Extension office. Volunteer service hours are sometimes referred to as ‘payback’ or ‘practicum’. However, we prefer to use the term ‘volunteer service hours’.

For individuals wanting to take the Master Gardener training course for professional development, we offer a Certificate of Home Horticulture. To receive a Certificate of Home Horticulture, individuals must complete the training program and pass any quizzes and exams (sometimes called an “open book review”) with a 70% or better average. Volunteer service hours are not required. Accordingly, those who pursue a Certificate of Home Horticulture do not become certified Master Gardeners, and do not earn a Master Gardener badge.

In counties with an active OMGA chapter, trainees are typically given free membership into the OMGA for one year following their graduation.  After the first year they will need to join their local Master Gardener Association or the OMGA in order to remain an active member in the Association. Membership in a local Master Gardener Association / OMGA are not required in order to remain an active Master Gardener volunteer. This is because the OMGA and its chapters are separate 501(c)3 organizations, and OSU can not require membership in an association, as a condition of participating in Extension programs.

**Certificates, Badges**

You can order **Certificates of Completion**, for those who have completed the training course and their volunteer service hours, from the Extension Horticulture office specialist (currently, Lee Ann Julson, leeann.julson@oregonstate.edu | 541-737-5480). You may also request of set of **Certificates of Appreciation**, that you can give to individuals or businesses that have supported your Master Gardener training program over the past year. Finally, you can order **Certificates of Home Horticulture**, for those who have completed the training course, but are not continuing on to complete volunteer service hours. For all certificate orders, you will be sent a set of blank certificates, which you can personalize

Master Gardener Badges may also be ordered from Lee Ann. She orders from A to Z Engraving, in Wuconda, IL.

**Supporting Resources**

**Master Gardener Certificates**

* Lee Ann Julson | leeann.julson@oregonstate.edu | 541-737-5480

**Master Gardener Badges**

* Lee Ann Julson | leeann.julson@oregonstate.edu | 541-737-5480
* A to Z Engraving: 1150 Brown St Ste G, Wauconda, IL , 60084-1154 | Phone: 847-526-7396 | Fax: 847-526-7399 | [**www.badgesplus.com**](http://www.badgesplus.com/)

**Setting Master GardenerTM Program Tuition and Fees**

The tuition fee charged for Master Gardener training varies from county to county. You can review what counties have charged for Master Gardener trainings, by consulting past annual program reports.

Some Master Gardener Programs charge a set price for tuition, of which 50% is refunded after the trainee has completed their volunteer service for the first year. This provides additional incentive for trainees to volunteer and provides an avenue to collect additional funds from individuals who do not complete the program. However, it also incurs costs associated with personnel time needed to track, invoice and collect fees.

Having a line-item budget for your Master Gardener training will help you to determine a reasonable tuition to charge. For example, the Sustainable Gardening: The Oregon Washington Master Gardener Handbook costs $30. Master Gardener badges cost $4.60 (with pin) or $5.60 (with magnet) each, plus shipping ($3.50 minimum shipping charge). These costs should be factored into students’ tuition fees.

Consider whether or not you will be making handouts for all classes, and what your photocopying costs may be. You can help to limit your photocopying costs by asking instructors to limit the size of their handouts, or by posting handouts (with permission from the instructor) on a dedicated website.

Other factors to consider, when determining the tuition you will charge, include:

* Do you need to rent a facility in order to accommodate Master Gardener training?
* Will you contribute to the cost of providing coffee and refreshments at breaks?
* Do you have a budget for speaker mileage and lodging? This item will determine, in large part, who you invite to teach specific classes.
* Do you use fees from Master Gardener training to self-fund program assistants and other services?
* Do you have a Master Gardener Association that is willing and able to offer financial support for aspects of Master Gardener training? Some Master Gardener Associations contribute to the mileage and lodging expenses incurred by speakers. Other Master Gardener Associations subsidize the coffee and refreshments at breaks.

Most county Master Gardener Programs are not in a position to subsidize the tuition of Master Gardener trainees. However, counties with active Oregon Master Gardener Association chapters sometimes work with their local chapter to subsidize tuition of new trainees, and thus keep costs down.  At the very least, the tuition should be set to recover the costs of delivering the annual Master Gardener training.

**Supporting Resources**

* Master Gardener Program Annual Reports: <http://extension.oregonstate.edu/mg/master-gardener-program-quick-stats>

### Suggestions for a Successful Training Program

Determine the best class time for the Master Gardener Program within your county or region. Daytime training may prevent many working people from participating in the program. However, if all of your volunteer opportunities are scheduled during daytime hours, folks who can only attend an evening training program may not be available to volunteer.

Evening and weekend training classes will enable you to reach a broader and more diverse audience. However, you must make sure that you cultivate opportunities for weekend and evening volunteer opportunities, or else individuals will have difficulty completing their volunteer service hours.

You can solicit fellow Extension faculty, Master Gardener experts and experts in the community to serve as instructors for course topics. Make sure that instructors understand the mission of the Master Gardener Program, prior to teaching a class. You can ask your Extension colleagues for suggestions as to who is a dynamic and proven speaker on a particular topic, or you can ask the Master Gardeners for suggestions. Many Master Gardeners attend talks hosted by a variety of non-profit groups. They may have seen a speaker who is well-suited to teach a topic within the Master Gardener training curriculum.

Be sure to allow enough time for adequate treatment of each topic. Remember that the training should consist of at least 40 hours of class time, to align with national standards. It may be useful to ask your instructors how much time they feel they need to cover their topic.

Most topics can be covered in 3-hour blocks. Plan a 15 to 20 minute break during each session to help relieve mental and physical fatigue. Try not to have additional activities to complete during the break as this is inconsistent with allowing adequate time to socialize and relax between portions of the training.

Provide adequate refreshments for trainees during breaks. In some counties, veterans Master Gardeners provide refreshments for the training classes. In other counties, the Master Gardener trainees sign up for refreshments on a schedule during the first day or two of training. When refreshments are homemade, ask Master Gardeners and/or trainees to list the ingredients on a note card. This note card should be displayed with the dish, so that individuals with food allergies or food aversions can choose dishes accordingly.

Care must be taken to ensure that individuals do not miss too many hours of instruction. More than two sessions missed may be too many for students to fully benefit from the training course. Thus, **you should provide students with your written policy on missed classes, prior to or at the first day of training.**

Quizzes are useful for encouraging trainees to review the material presented. It also gives the coordinator an opportunity to see where participants are having difficulty understanding the material. Remember that many of the trainees have not been in a classroom situation or taken an exam in many years and may be apprehensive. In some counties, weekly quizzes or review questions are completed by the trainees. It may be helpful to review them in class or in mentor sessions with veteran Master Gardeners to make sure the trainees are keeping up with reading assignments and understanding the new material each week.

### Master Gardener™ Program Evaluation

OSU Extension Master Gardeners should be provided opportunities to evaluate their training, the program activities, and their volunteer experience. This helps the coordinator monitor the impact of the program and the level of satisfaction of the volunteers, both of which are essential to the programs' success.

Master Gardener input on their training is necessary to insure that the volunteers are provided with the information they really need to carry out their activities. Training evaluations can be conducted throughout, as well as at the end of, the training period. On the other hand, an evaluation conducted after contributing some of their volunteer hours will show if there are areas that require more extensive study, as well as areas that could be covered in less detail.

Because of their involvement in program delivery, Master Gardeners will have a different perspective on how clients are responding to educational programs, compared to Extension program staff. Thus, Master Gardener evaluation of program topics and delivery methods is very important.

In addition, a volunteer experience evaluation gives the Master Gardeners the opportunity to analyze the Extension-volunteer partnership in their county. These evaluations may be handled separately, or may be delivered, together on a single evaluation form. Consideration of the results will provide the coordinator with opportunity to make changes in the training program; the direction of educational programming; make adjustment in their management style; and, in specific volunteer assignments.

Extension faculty with a teaching component in their position description are required to complete a minimum of three teaching evaluations (Citizen Evaluation of Teaching form) to qualify for a Satisfactory rating during the annual performance evaluation/review. In addition, at least one peer teaching review is strongly suggested - using the form approved by your academic department.'

**Supporting Resources**

* Program Evaluation Templates (National Extension Master Gardener): <https://sites.google.com/a/extension.org/emg_coordinators/home/program-evaluation>
* Citizen Evaluation of Teaching (OSU Extension): <http://extension.oregonstate.edu/employees/employee-resources/evaluation/teaching>
* Peer Review of Non-Credit Teaching (OSU Department of Horticulture): <http://horticulture.oregonstate.edu/system/files/u178/Fillable_non-credit_teaching_peer_eval_form_12_31_2015_0.pdf>

**Master Gardener™ Recertification**

Once an individual has completed the necessary training and volunteer payback, he or she is certified as an OSU Extension Master Gardener. This certification is good for one year. OSU Extension Master Gardeners must recertify annually, in order to deliver direct outreach and education to the general public. Master Gardeners who are up to date on their certification requirements are referred to as ‘Certified Master Gardeners’.

Master Gardener recertification requires mandatory paperwork, a continuing education component and a volunteer component.  Specifically, to be recertified, volunteers must:

* Annually complete and file the Conditions of Volunteer Service form with their local Master Gardener Program. This is an OSU requirement for ALL OSU volunteers, even those Master Gardeners who want to continue in the program, but do not want to recertify.
* Donate a minimum of twenty (20) hours of volunteer service for educational outreach each year, and
* Complete ten (10) or more hours of approved continuing education. Options for completing the continuing education requirement include:
	+ Attending approved classes in the community. A class would typically qualify for continuing education if:
		- it covers information that would support a Master Gardener’s work in Plant Clinic. Classes on gardening design or garden crafts typically do not meet this criterion. Classes on soils, compost, plants, pests, pesticides, invasive species, etc. typically do meet this criterion.
		- It is presented by a knowledgeable instructor who objectively presents the material with a commitment to research-based recommendations. Sales people who are trying pitch their product or services typically do not meet this criterion.
		- Gardeners typically self-report that they attended the class.
		- Time in class = continuing education hours (to the nearest 15 minutes)
	+ Participate in a Master Gardener Advanced Training Webinar, as either a live participant, or by viewing an archived copy of the webinar.
		- Webinars can be accessed at: <http://blogs.oregonstate.edu/ediblegardens/2018/12/18/2019-master-gardener-advanced-training-webinars/>
		- Gardeners self-report that they attended the webinar. You may want to consider having them complete an assignment.
		- Time of webinar = continuing education hours (to the nearest 15 minutes)
	+ Read an approved research-based publication that relates to sustainable gardening.
		- Publications from the following sources are generally deemed appropriate: OSU Extension Catalog, other Extension Services, governmental organizations (i.e. Department of Agriculture, USDA, etc.). Where possible OSU publications should be given preference. Publications should relate to sustainable gardening, home horticulture, or backyard and local food production. Providing a list of suggested and approved reading with web links is encouraged. This will make it easy for volunteers to access the publications and should prevent them from finding out of date publications that have been archived.
		- **Example of a suggested reading list for August from the** [OSU Extension Catalog](https://catalog.extension.oregonstate.edu/)
			* [Conserving Water in Your Yard and Garden](https://catalog.extension.oregonstate.edu/sites/catalog/files/project/pdf/em9125.pdf)
			* [Fall and Winter Vegetable Gardening in the Pacific Northwest](https://catalog.extension.oregonstate.edu/sites/catalog/files/project/pdf/pnw548.pdf)
			* [Blossom-End Rot of Tomatoes](https://catalog.extension.oregonstate.edu/fs139)
			* [Picking and Storing Apples and Pears](https://catalog.extension.oregonstate.edu/sites/catalog/files/project/pdf/fs147.pdf)
			* [A Guide to Collecting Soil Samples for Farms and Gardens](https://catalog.extension.oregonstate.edu/sites/catalog/files/project/pdf/ec628.pdf)
			* [Cover Crops for Home Gardens](https://catalog.extension.oregonstate.edu/sites/catalog/files/project/pdf/fs304.pdf)
		- Each publication qualifies for 60 minutes of continuing education. Some publications may take more or less time to read, but 60 minutes is a good average.

To ensure that volunteers are able to integrate the knowledge that they gained from classes, webinars, or readings, coordinators may want to ask them to complete a short assignment. An example assignment, from an Extension catalog reading, may be found below.

1. Author. Year. Title. Publication Number or other identifying information.

2. Where you found or accessed the Publication

3. What is the overall goal of the publication?

4. List three things that you learned from reading this publication.

5. List two ways you can use this information in your volunteer service and/or your own garden.

6. How many educational credits are you requesting for reading this publication? Round off the time it took you to read the article and complete the assignment, to the nearest 30 minutes.

*Example, Completed Assignment.*

1. Jones and Sells. 2004. Rufous hummingbird. EC 1570.

2. I found it on the OSU Extension Catalog site. The direct link is <https://catalog.extension.oregonstate.edu/sites/catalog/files/project/pdf/ec1570.pdf>

3. This publication teaches people about rufous hummingbird life history, behavior, and habitat.

4. I learned:

* Rufous hummingbirds migrate to warmer climates in the fall, because there is no nectar in northern climates in fall and winter. In fact, they follow manzanita blooms as they migrate. I had thought that they migrate because they can’t tolerate cold weather (which is probably also true, but I had not considered the nectar connection).
* Rufous hummingbirds use spider webs to ‘glue’ together their nest materials. So cool!
* Hummingbirds can live up to 5+ years. I had thought that their small size and high metabolism would promote a shorter lifespan.

5. I will use this information to:

* Tell people what to plant for hummingbirds: bleeding hearts, red-flowering currant, salmonberry, columbine, fushias, orange honeysuckle.
* Encourage people to consider how their cat might be impacting hummingbird populations.

6. I am requesting 0.5 ECs for this paper.

**Supporting Resources**

* Master Gardener Program Forms: <http://horticulture.oregonstate.edu/content/master-gardener-program-forms>
* Journal of Extension Article on National Program Standards (including recertification standards) <https://joe.org/joe/2015february/iw1.php>
* Advanced Training Webinars: <http://blogs.oregonstate.edu/ediblegardens/2018/12/18/2019-master-gardener-advanced-training-webinars/>
* Link to OSU Extension Catalog: <https://catalog.extension.oregonstate.edu/>

## ONLINE MASTER GARDENER™ TRAINING COURSE

###

### Overview of the Online Master Gardener™ Training Course

The online Master Gardener training course was first launched on Sept. 8, 2008. Participants taking the course can choose from one of two options.

* **Master Gardener Badge Option:**  Participants can earn a Master Gardener badge by successfully completing the online course, as well as the volunteer requirements of their local County Extension Office. Cost: $395. This is referred to as ‘option 1’.
* **Certificate of Home Horticulture Option:**  Participants receive a Certificate of Home Horticulture upon successful completion of the online course. Cost: $495. This is referred to as ‘option 2’.

The online Master Gardener basic training course is a 12-week long course with one module lesson per week. For each weekly module lesson, students spend an average oft one to two hours to viewing lectures, one hour on required readings and one to three hours on assignments and quizzes.

Counties may use individual modules of the online Master Gardener training course to supplement their own, in person trainings. These modules are currently offered to county Master Gardener Program, free of charge. Available modules and the estimated time to completion are listed below.

Required Classes category (see MG Curriculum, page 23)

* Intro to the Oregon MG Program (updated yearly): 1 hr
* Botany Basics: 1 hr
* Pesticide Safety: 1 ½ hrs

Plant Problem Diagnosis category

* Diagnosing Plant Problems: 1 hr
* Introduction to Entomology (2020 update): tbd
* Plant Pathology (2020 update): tbd

Sustainable Gardening category

* Soils, Fertilizers and Compost: 1 hr 10 min
* Integrated Pest Management : 1 hr 40 min
* Sustainable Landscape Design: 1 ½ hrs
* Sustainable Landscape Management: 45 min
* Gardening with PNW Native Plants (new for 2020): tbd

Back yard and Community Food Production category

* Vegetable Gardening: 1 hr
* Container Gardening: 30 min

Elective Classes

* Pruning Woody Ornamentals: ¾ hr
* Herbaceous Ornamental Plants: 1 ½ hrs
* Woody Landscape Plants: 1 hr

#### Each module includes:

* A narrated, multi-part PowerPoint lecture
* A .pdf transcription of the lecture
* An assignment to put learning into practice
* One or more chapters from the Oregon "Sustainable Gardening" MG manual
* Supplemental materials: readings, website links, videos
* Optional self-test (using your own testing procedures is recommended)

COUNTIES MAY USE ANY OF THESE MATERIALS FOR YOUR ANNUAL BASIC MASTER GARDENER TRAINING.

#### How to Access the Class Modules

1. Decide which module(s) you would like to use, and how.
2. REGISTER THE MODULES THAT YOU WOULD LIKE TO USE FOR THE YEAR **with Signe Danler, signe.danler@oregonstate.edu, 541-908-1307. Also contact Signe with questions.**
3. View a brief training video (that will be provided) on how to set up a Canvas shell (if you already have one, go to Step 5).
4. FOR HELP IN CREATING YOUR OWN CANVAS SHELL contact Susan Yeager at PACE, Susan.Yeager@oregonstate.edu
5. You will be given a link to the modules, which you can then import into your own Canvas shell.
6. At the end of Master Gardener training, you will be asked to provide feedback via a Qualtrics survey on how well the modules integrated into your annual training, as well as on the modules themselves.

#### Five Options for Using the Online MG Course Modules in Annual MG Training in Your County

1. Give your trainees access to all or part of each online module through your Canvas shell. If you are using the online modules for this option, the online class modules should constitute no more than 50% of the classes that you offer, as part of your annual Master Gardener training.
2. Use an on-line module as part of a flipped classroom – trainees watch the lecture and do readings on their own, then attend class for hands-on activities.
3. Show the recorded lecture in class in lieu of a live lecturer.
4. Use as an emergency replacement for a cancelled class.
5. Allow a trainee to make up a missed class. This option should be used sparingly.

The online Master Gardener course is currently managed by Signe Danler. Please contact Signe with any questions about this course.

**Supporting Resources**

* Online Master Gardener Course Instructor: Signe Danler | signe.danler@oregonstate.edu
* PACE Online Master Gardener landing page: <https://workspace.oregonstate.edu/course/master-gardener-online?hsLang=en>
* Master Gardener Curricular Standards: page 23 of this service guide

### Integrating Online-Trained Students with Local Programs

Online students who wish to pursue a MG badge register for Option 1 (Master Gardener Online training) on Ideal-logic. They will be notified that they are required to contact their local Master Gardener Coordinator, to make sure that they understand the volunteer requirements for that local program. The online Master Gardener course instructor will facilitate this contact as needed.

The student should agree that they can fulfill the volunteer requirement, and the local program coordinator should agree that the student is a good candidate for their program before they are accepted as an MG trainee.

When the online Master Gardener course instructor is notified by the local MGC that the online student is acceptable, they will be approved for the online training.

The online Master Gardener course instructor works with local Master Gardener program faculty and staff to help integrate online Master Gardener students into local county program.  Each partner plays an important role in this integration.

The online Master Gardener course instructor will keep the MGC informed of the progress and status of the online trainee.

Local Master Gardener Program coordinators have a responsibility to 'bring these students in' to their local Program and/or Association.  This means putting online Master Gardener trainees on email lists, requiring them to attend a local orientation, contacting them about volunteer opportunities, tracking their service hours, etc.

Coordinators also have a responsibility to order badges and certificates for online Master Gardener trainees, for those students who fulfill their service requirement.  Badges can be ordered from A to Z Engraving or Superior Stamp and Sign.  Certificates can be ordered from Lee Ann Julson.  Since you are keeping track of volunteer hours - only you will know if the student completed their service

**Supporting Resources**

**Master Gardener Certificates**

* Lee Ann Julson | leeann.julson@oregonstate.edu | 541-737-5480

**Master Gardener Badges**

* A to Z Engraving: 1150 Brown St Ste G, Wauconda, IL , 60084-1154 | Phone: 847-526-7396 | Fax: 847-526-7399 | [**www.badgesplus.com**](http://www.badgesplus.com/)
* Superior Stamp and Sign: 1016 E Jackson Street, Medford, OR 97504 | 541-772-4773 (phone) | 541-772-4796 (fax) | linda@superiorstampandsign.com | www.superior stampandsign.com

# MASTER GARDENER VOLUNTEER ACTIVITIES

## Utilization of OSU Extension Master Gardener™ Volunteers

OSU Extension Master Gardeners can become involved in many different activities. One reason there is such variety is because Master Gardeners bring a wealth of expertise and experience to the program. You should strive to develop outreach programs that meet the community horticulture needs in your local community and also capitalize on the skills of the Master Gardeners. **Answering questions via phone, email and the web, as well as fielding questions from “walk-in” clients are the most common tasks for Master Gardeners.** **These tasks require both good technical and people skills.**Consider having Master Gardeners complete an interest and skill survey at the beginning of the training and every year following in order to better understand what projects they might be most interested in. This can help you match people with projects to insure the highest success rate.

It is important to remember that the first obligation of the Master Gardener volunteer program is to provide research-based sustainable gardening advice to the public, with other activities being secondary to this obligation. In addition to working in the plant clinic, volunteers might be involved in the following activities, often in full partnership with the local Master Gardener Association:

* Extending gardening information to the general public through educational demonstration gardens, speaker’s bureau presentations, seminars or workshops, and when appropriate, community gardening projects
* Providing gardening information through plant clinics at farmer’s markets, county fairs, garden centers, and nurseries
* Working with youth in school outreach programs, special at-risk youth projects, and youth gardens
* Working on adaptive gardening projects with the elderly and physically challenged
* Working with immigrant or limited-income participants by translating Extension gardening publications for non-English speakers and developing classes about growing produce at home or working in non-profit community gardens welcoming a diverse audience
* Working on special projects such as trial research gardens, plant, weed, or insect collections, horticulture-based image collections, and educational garden tours
* Providing office assistance such as clerical or computer work and organizing Master Gardener activities
* Serve as mid-managers to assist the Master Gardener Program Staff in conducting volunteer activities
* Assist in developing educational displays, web-based education or design, brochures and other similar educational materials
* Working with Extension staff to promote the Master Gardener Program by developing press releases, photographing Master Gardener events, and designing promotional brochures

**Supporting Resources**

* Appendix A.3. Sample Master Gardener Interest and Skills Forms

### OSU Extension Master Gardener™ Project Selection

Selecting appropriate projects for OSU Extension Master Gardener volunteers to be involved in is an important part of having a successful program. You will likely receive requests from a number of different organizations for Master Gardener assistance. Although many of the projects may be worthy and have a positive impact in the local community, they may not be appropriate for Master Gardeners or you may not have the staff, volunteer and other resources available to take on a new project.

Several counties use project selection forms, and project selection committees, as a means to receive and review requests for new projects. The project selection form serves as an ‘application’ for new Master Gardener project requests. The project selection committee consists of Master Gardener Program staff and volunteers, who work together to review potential new projects, and to make decisions on requests for new projects.

Below are eight points to consider when deciding whether or not to take on a new project. Also keep in mind that as the group takes on new projects, you may need to discontinue some existing projects in order to avoid over burdening volunteers.

1. **Consistency With OSU Extension Master Gardener mission** - Consistency with Master Gardeners prime role i.e. - provide educational programs in community horticulture. Is it educational or busy work? Since extending reliable and research-based information to the public is the major goal of OSU Extension, consider the value of the project or program in the light of this mission.
2. **Availability of Volunteer Staff** - Are enough volunteers be ready and active to help? Don't over extend either yourself or your organization.
3. **Integrity**- Integrity of the idea behind the project. Is it something you want to be associated with? Many organizations want to be associated with Master Gardeners, and you carry a lot of clout in your tie with the University and the Extension Service. Do some background work to make sure the organization requesting your service is legitimate and something you want to be connected with. It is important to do this before you agree to become involved.
4. **Value** - Is the project worth the time and effort? What is its value to the community? Your valuable time and talent should be used wisely, on well thought out, sound activities.
5. **Tenure** - Are there long-term benefits from the project to the community and to the Master Gardener Program.
6. **Commitment**- Are Master Gardeners committed to the project? Will you be expected to maintain this project endlessly? A well-planned project should have a definite completion time.
7. **Publicity Value** - Does the project spread the "OSU Extension Master Gardener word"? Avoid projects where the Master Gardener contribution gets lost in the overview of the project.
8. **Appeal**- A project that is attractive to most Master Gardeners will be a lot easier to complete than one that only has the support of one or two. Also consider how many 'contacts' will be made as a result of the project. Keep in mind the total outcome and its value for the program in the long term.

**Supporting Resources**

* Examples of Master Gardener Project Selection Forms: https://oregonstate.app.box.com/files/0/f/11210818179/MG\_Project\_Forms

### Master Gardeners™ Volunteer Hours

### Because the mission of the OSU Extension Master Gardener Program, as well as the National Extension Master Gardener Program, focuses on educating others about sustainable gardening practices ~ Master Gardener Volunteer Service Hours which support this mission should be given highest priority.  Direct and indirect educational hours should constitute at least 50% of a Master Gardener's volunteer service hours in their initial year and 50% of a Master Gardener's volunteer service hours in their recertification years. Definitions and examples for direct and indirect educational hours, as well as for support hours, can be found, below.

**Direct Educational Hours**:  Master Gardener activities that have the potential to directly increase knowledge, change attitudes or change behaviors in ways that promote sustainable gardening.  A Master Gardener must be current on their certification, in order to participate in activities that qualify for direct educational hours.

* Plant Clinic (no matter the venue):  plant clinic is the venue through which Master Gardeners receive gardening questions and provide high-quality recommendations to the general public.  Typical venues for plant clinic include:  the Extension office (walk-in, phone or email), [Ask an Expert](http://extension.oregonstate.edu/extension-ask-an-expert), farmer's markets, Master Gardener events (e.g. plant sales, fairs), other community events.
* Instructor (at a conference, seminar series, Master Gardener training, speakers bureau, etc.):  includes the time it takes to research, prepare and deliver the presentation.
* Educational Gardens (demonstration gardens, youth garden, school garden, prison garden, garden tour):  education must be the focus of these activities, and not garden labor without education.  Gardens should be used as teaching and demonstration sites, with appropriate signage and supporting materials.  Teaching a class in an educational garden, leading a tour, preparing signage or educational displays, or other educational activities may count towards direct service hours.
* Writing an Educational Article:  in a Master Gardener newsletter, for a local newsletter, or collaborating with an OSU Extension faculty member to write an Extension publication. Includes the time needed to research and write the article.
* Other approved activities: as determined by your local Master Gardener coordination, in the context of current OSU Extension Master Gardener guidelines and policy

In addition to direct educational hours, there are many activities that facilitate or support the efforts of volunteer educators.  These are indirect educational hours.  The volunteer is not directly teaching others (via plant clinic recommendations or gardening talks or demonstrations), but is supporting the efforts of others who are serving as direct educators.

**Indirect educational hours**:  Master Gardener activities that facilitate or support the efforts of those who are teaching.

* Citizen Science: volunteer time spent on approved citizen science projects
* Educational Event Planning (conference, seminar series, MG training)
* Master Gardener Training Class Mentor:  assisting with the annual Master Gardener training course.
* Educational Garden Maintenance:  Educational gardens require basic upkeep in maintenance, in order to be effectively used in educational outreach.  Thus, garden maintenance and upkeep activities qualify for indirect educational volunteer service hours if work in the garden supports an educational project or program, and if garden maintenance and upkeep activities are not the major focus of activity in the garden.  If garden maintenance and upkeep becomes the major focus of activity, it is time carefully examine the project, and re-calibrate back to the educational mission and focus of the Master Gardener Program.
* Other Approved Activities:  as determined by your local Master Gardener coordination, in the context of current OSU Extension Master Gardener guidelines and policy

**Support Hours**:  Master Gardener activities not focused on educational outreach, but whose efforts help to support the mission of the OSU Extension Master Gardener Program.

* Fundraiser (plant sale, book sales, etc.)
* Extension Office Support:  filing, database management, photocopies, or other duties related to the Extension office
* MG Association:  including serving as an officer, board member or in an appointed position in a MG chapter or in the Oregon Master Gardener Association
* Other Approved Activities:  as determined by your local Master Gardener coordination, in the context of current OSU Extension Master Gardener guidelines and policy

In order to qualify for MG Service Hours, projects or activities must:

1. adhere to applicable OSU policies and procedures,
2. be approved by the OSU Extension faculty and staff coordinating the Master Gardener Program
3. be reported to OSU Extension

**Supporting Appendix**

### How to Count Volunteer Time for OSU Master Gardeners™

A list of potential service projects, and suggested time estimates, are listed below.

|  |  |  |
| --- | --- | --- |
| **Public Educational Outreach** | **Volunteer Hours** | **Contact Person** |
| Teaching/Public Speaking | ATS + preparation | MGP |
| Presentations/Demonstrations | ATS + preparation | MGP |
| Plant Clinics/Hotline | ATS | MGP |
| Ask an MG Booth at Farmers Markets, Home Shows, County Fair and other community Events | ATS + preparation | MGP |
| Demonstration Garden (when teaching or preparing an educational display) | ATS | MGP |
| Youth/Senior/Adaptive Garden Activities | ATS | MGP |
| News articles: County Newsletter, Local Newspaper, Chapter/OMGA Newsletter | ATS (within reason for article submitted) | MGP |
| Radio Show/TV Interview | ATS + preparation | MGP |
| Garden Advisors for community groups or agencies | ATS | MGP |
| Research Trials / Citizen Science | ATS | MGP |
| Insect/Weed collections | ATS | MGP |
| **Community Education Projects** | **Volunteer Hours** | **Contact Person** |
| Community Projects that are approved in advance by Agent/MG Program Asst i.e. Watershed Council projects, Zoo projects, City/Metro project, | ATS | MGP |
| **Personal/Continuing Education** | **Continuing Education Hours** | **Contact Person** |
| Attend program portion of a Chapter Meeting: that are approved for recertification in advance | ATS at the program portion (chapter business meeting does not count for CEHs) | MGP or MG Ch (depending on County) |
| Master Gardeners Mini-College classes: that are approved for recertification in advance | ATS in class | MGP |
| Workshops, classes and tours: that are approved for recertification in advance | ATS in class and on tour | MGP |
| Recertification Test | Determined by County Program staff | MGP |
| **Support Master Gardener Program Activities**[Support Hours] | **Volunteer Hours** | **Contact Person** |
| Interviewing/Mentor New Trainees | ATS | MGP |
| Extension Office Support, Organizing Class Materials, Setup, Hospitality/Refreshment, and Cleanup | ATS | MGP |
| **Chapter and Association Support Activities; OMGA**[OMGA Hours] | **Volunteer Hours** | **Contact Person** |
| Attend Board meetings | ATS + preparation for officers | MG Ch |
| Attend the business portion of Chapter Meeting | ½ hour per meeting | MG Ch |
| Attend the program portion of Chapter Meeting | ATS | MG Ch |
| Fundraising Events: Spring Fair/Plant Sale, Fall Bulb Sale, Organizing Gardening Conference etc | ATS | MG Ch |
| Webmaster for chapter website | ATS | MG Ch |
| Chapter Newsletter Editor | ATS | MG Ch |

ATS = Actual Time Spent, rounded to the nearest quarter hour.

MGP = Agent/MG Program Asst or Assigned Coordinator

MG Ch = Chapter Board Member or Committee Chair

**For graduation:**A minimum number of hours, which varies according to county, of practicum/payback time are required for trainees to complete their training and to become OSU Extension Master Gardener volunteers. Of these hours, a set portion needs to be spent in training and staffing a plant clinic/hotline. The remaining hours can be in other public educational outreach areas or in Master Gardener Program support or Chapter support. The hours can be paid back over more than 1 year, if the agent or program coordinator agrees. In this case, students will graduate, and will become OSU Extension Master Gardener volunteers, in the year that their service hours are completed.

**For veteran Master Gardeners**, no payback hours are typically required, but volunteers should still track and turn in their volunteer hours. For those veteran Master Gardeners that would like to recertify to work at plant clinics, a test must be taken and passed or class hours (Master Gardener training or advanced coursework) must be accumulated. Recertification is required on an annual basis, in order for veteran Master Gardeners to work at plant clinics.

## Guidelines for OSU Extension Master Gardener Participation in Citizen Science Projects

SCIENCE refers both to the body of knowledge that is scientific knowledge, as well as to the reliable system of gaining new knowledge that is known as the scientific method. CITIZEN SCIENCE is the public involvement in the inquiry and discovery of new scientific knowledge.

In July of 2016, the Home Horticulture Working group agreed to allow Master Gardener participation in approved Citizen Science projects to count towards fulfillment of indirect volunteer hours. Indirect volunteer hours are Master Gardener activities that facilitate or support the efforts of those who are teaching. Examples of efforts that qualify for indirect volunteer hours include: educational event planning (e.g. work on a conference, seminar series or Master Gardener training), Master Gardener training class mentor, educational garden maintenance and citizen science.

To be approved for Master Gardener volunteer hours, citizen science projects must:

1. Align with the Master Gardener educational mission of discovering and disseminating research-based gardening information,
2. Advance one of both of the flagship programs of the OSU Extension Master Gardener program: sustainable gardening and/or home and community food production,
3. Involve participation on one or more levels of the citizen science typology1 (Fig. 1). These levels are (from least to most involvement): crowdsourcing, distributed intelligence, participatory science, collaborative science.

You may count your hours as the actual time spent collecting and submitting data. When reporting volunteer hours associated with participation in approved citizen science projects, volunteers should report in the category of ‘Citizen Science’ (indirect volunteer hours).

Fig. 1. Levels of citizen science involvement, from least involvement (level 1) to most involvement (level 4), as described in the citizen science typology of Sui et al. (2013).



Examples of projects which satisfy these criteria include are listed in the table, below. If you have questions about whether or not a project would qualify, under these criteria, please contact Gail Langellotto (gail.langellotto@oregonstate.edu) or Brooke Edmunds (brooke.edmunds@oregonstate.edu).

Citizen science projects which are approved for indirect volunteer hours with the OSU Extension Master Gardener Program.

|  |  |  |  |
| --- | --- | --- | --- |
| Project Name | Discipline(s) | Sponsoring Organization(s) | Website |
| Backyard Bark Beetles | entomology, invasive species | University of Florida | http://www.backyardbarkbeetles.org/ |
| Project Budburst | plant phenology | National Ecological Observatory Network | http://budburst.org/ |
| eButterfly | entomology | Oregon State University | http://www.e-butterfly.org/ |
| Great Backyard Bird Count | ornithology | National Audubon Society | http://gbbc.birdcount.org/ |
| The Hazelnut Project | agronomy | Oregon State University | https://www.arborday.org/programs/hazelnuts/ |
| Hummingbirds at Home | ornithology | National Audubon Society | http://www.hummingbirdsathome.org/ |
| iNaturalist | biodiversity | California Academy of Sciences | http://www.inaturalist.org/ |
| Community Collaborative Rain, Hail & Snow Network (CoCoRaHS) | climate monitoring | NOAA, Oregon State University | http://www.cocorahs.org/state.aspx?state=or |
| Forest Pest Detectors | entomology, invasive species | Oregon State University | http://pestdetector.forestry.oregonstate.edu/ |

**Supporting Resources:**

* Sign up to receive the Citizen Science! (in the garden) newsletter: <http://eepurl.com/b-HD1X>
* 1Sui, D.Z., Elwood, S. and M.F. Goodchild (eds.), 2013.Crowdsourcing Geographic Knowledge. Berlin: Springer

## Recertification

**Definitions**

A common understanding of key definitions related to the Oregon State University (OSU) Extension Master Gardener Program will better enable Program faculty, staff and volunteers to understand, communicate, implement and adhere to associated policies.  We offer these definitions for consideration and discussion.

**Certified OSU Extension Master Gardeners** are those individuals who have satisfactorily completed all requirements needed to become an Extension Master Gardener volunteer in Oregon.

* Master Gardener trainees become certified upon:  completing the initial Master Gardener training course, passing a cumulative assessment with a score of 70% of higher, completing their required volunteer service hours (minimum of 40, actual number varies by county), and completing and filing [required paperwork](http://horticulture.oregonstate.edu/content/master-gardener-program-forms).  Certification is valid for one year.
* Master Gardeners who continue past their first year of volunteer service must complete recertification requirements in order to remain a certified OSU Extension Master Gardener.
* Certification is REQUIRED to deliver direct educational outreach to the general public, as an OSU Extension Master Gardener.  Examples of direct educational outreach are:  answering gardening or pest management questions; providing gardening or pest management advice; teaching a class or workshop, writing a newspaper column, etc.

**Recertification** is the process of completing the required paperwork (e.g. the conditions of volunteer service form), volunteer service hours (minimum of 20) and continuing education units (minimum of 10 hours) needed to remain a certified OSU Extension Master Gardener.  Certification is valid for one year.  Recertification is thus an annual requirement.

**Volunteer Service Hours**: is the time that an OSU Extension Master Gardener volunteer spends on OSU Extension-approved projects.

 **Continuing Education Hours**:  are the credits that a Master Gardener volunteer receives, for participating in an approved educational program that supports a volunteer's ability to deliver research-based and objective information to the general public.

 Plant Clinic (no matter the venue):  plant clinic is the venue through which Master Gardeners receive gardening questions and provide high-quality recommendations to the general public.  Typical venues for plant clinic include:  the Extension office (walk-in, phone or email), [Ask an Expert](http://extension.oregonstate.edu/extension-ask-an-expert), farmer's markets, Master Gardener events (e.g. plant sales, fairs), other community events.

* Instructor (at a conference, seminar series, Master Gardener training, speakers bureau, etc.):  includes the time it takes to research, prepare and deliver the presentation.
* Educational Gardens (demonstration gardens, youth garden, school garden, prison garden, garden tour):  education must be the focus of these activities, and not garden labor without education.  Gardens should be used as teaching and demonstration sites, with appropriate signage and supporting materials.  Teaching a class in an educational garden, leading a tour, preparing signage or educational displays, or other educational activities may count towards direct service hours.
* Writing an Educational Article:  in a Master Gardener newsletter, for a local newsletter, or collaborating with an OSU Extension faculty member to write an Extension publication. Includes the time needed to research and write the article.
* Other approved activities: as determined by your local Master Gardener coordination, in the context of current OSU Extension Master Gardener guidelines and policy

In addition to direct educational hours, there are many activities that facilitate or support the efforts of volunteer educators.  These are indirect educational hours.  The volunteer is not directly teaching others (via plant clinic recommendations or gardening talks or demonstrations), but is supporting the efforts of others who are serving as direct educators.

**Indirect educational hours**:  Master Gardener activities that facilitate or support the efforts of those who are teaching.

* Educational Event Planning (conference, seminar series, MG training)
* Master Gardener Training Class Mentor:  assisting with the annual Master Gardener training course.
* Educational Garden Maintenance:  Educational gardens require basic upkeep in maintenance, in order to be effectively used in educational outreach.  Thus, garden maintenance and upkeep activities qualify for direct educational volunteer service hours if work in the garden supports an educational project or program, and if garden maintenance and upkeep activities are not the major focus of activity in the garden.  If garden maintenance and upkeep becomes the major focus of activity, it is time carefully examine the project, and re-calibrate back to the educational mission and focus of the Master Gardener Program.
* Citizen Science Projects: volunteerism must be on an approved citizen science project. Guidelines for approval include:
* Other Approved Activities:  as determined by your local Master Gardener coordination, in the context of current OSU Extension Master Gardener guidelines and policy

**Support Hours**:  Master Gardener activities not focused on educational outreach, but whose efforts help to support the mission of the OSU Extension Master Gardener Program.

* Fundraiser (plant sale, book sales, etc.)
* Extension Office Support:  filing, database management, photocopies, or other duties related to the Extension office
* MG Association:  including serving as an officer, board member or in an appointed position in a MG chapter or in the Oregon Master Gardener Association
* Other Approved Activities:  as determined by your local Master Gardener coordination, in the context of current OSU Extension Master Gardener guidelines and policy

In order to qualify for MG Service Hours, projects or activities must:

1. adhere to applicable OSU policies and procedures,
2. be approved by the OSU Extension faculty and staff coordinating the Master Gardener Program
3. be reported to OSU Extension

### OSU Extension Master Gardener Volunteer Reporting System ~ Program Coordinators

This section is intended to give Program Coordinators a broad overview of how to work through the system.

Do not give the Master Gardener the instructions for Program Coordinators. The link for the coordinator enrollment page is deliberately hidden. You cannot access the link by navigating through the volunteer reporting system home page (<http://extension.oregonstate.edu/mg/vrs/index.php>). Only those who know the coordinator link can enroll as a county coordinator. This is because those with a ‘coordinator’ authorization can view and edit all MG volunteer entries from their county.

**Coordinator Enrollment Page:**From this page, you can enroll as a coordinator. If you are a coordinator, AND a Master Gardener, enroll as a coordinator. You will be asked, during the enrollment process, if you will be reporting volunteer hours as a Master Gardener.If you answer ‘yes’, you will be able to both access reports of Master Gardeners from your county, as well as enter in your own volunteer hours, continuing education hours, etc.

<http://extension.oregonstate.edu/mg/vrs/enrollment/coord_1.php>

After you enroll, you will need to login to access the system.  Once logged in, you will notice several things that may be useful:

1. The county or counties that you have enrolled to manage will be listed at the bottom left hand corner of the web page.
2. Your administration links can be found on the left hand side of the page. Most links are self-explanatory, but explore, just to see what the system has to offer.
3. The User Management link (on the left hand side of the web page), can be used to enroll Master Gardeners who cannot enroll themselves, or to retrieve a forgotten password. You can also use the User Management Link to send an email to all Master Gardeners enrolled in the VRS within your county.
4. Enroll a Master Gardener: Use this option for Master Gardeners who continue to turn in paper copies of volunteer service hours and continuing education hours. The VRS accepts usernames that are in the form of an email address. Thus, choose a username (fake email address) that can be easily associated with that Master Gardener. Examples would be Gail.Langellotto@MG.com or Joe.Smith@MG.com
5. The Admin Home Link will take you back to your homepage on the volunteer reporting system.

**Volunteer Reports Home:** From this page, you can log into the VRS, once you have enrolled. If you are enrolling as a Master Gardener, you can do so form this page. You cannot enroll as a coordinator from this page.

<http://extension.oregonstate.edu/mg/vrs/index.php>

Should you have any questions or comments, please use the ‘Tech Support’ link (on the left hand side of the page, under ‘Useful Links”) to submit your comments directly to the web developer. We will make a best effort to improve the current system, based upon all comments received.

### Overview Online Volunteer Reporting System (VRS)

**Volunteer Reports Home:** <http://extension.oregonstate.edu/mg/vrs>

From this page, you can enroll in the Volunteer Reporting System as a Master Gardener.   Simply click the link on the left hand side of the page that says ‘Enrollment’. You will then be taken to the:

**Master Gardener Enrollment Page:**<http://extension.oregonstate.edu/mg/vrs/enrollment>

After you enroll, you will need to login in order to access the system. Your username is the email address you entered when you enrolled.

Once you are logged in, you can begin entering:

* volunteer service hours and category of service (i.e. plant clinic in Extension office, school garden, plant clinic in farmer’s market, speaker’s bureau, etc.). If the category of your volunteer service hours are not listed (i.e. pruning specialist demonstration, compost specialists demonstration), please choose ‘other’, and write in a description of your service category. If there are enough ‘other’ descriptions written in for a certain category, we may add in more pull down options. However, I wanted to keep the list of pull down service categories manageable, and applicable to all counties. (Many of the specialist programs are specific to only one or a few counties).
* continuing / advanced education hours
* miles driven for volunteer service (you can use this log for your tax records, to the extent permitted by law)
* pounds of produce donated from your private garden or community garden to a local food bank or food pantry. Make sure that you do not double report a group donation. Thus, if you and 5 other community gardeners donated a total of 50 pounds of produce to a local food bank, you would want to be sure that all 5 of you do not report donating 50 pounds.

To log out, click the ‘Log Out’ link near the top left hand of the web page. This link can be found just to the left of the ‘Contact Us’ link.

**Questions? Comments?**

Should you have any questions or comments, please use the ‘Tech Support’ link (on the left hand side of the page, under ‘Useful Links”) to submit your comments directly to the web developer. We will make a best effort to improve the current system, based upon all comments received.

Supporting information on how to use the VRS include a series of VRS Information sheets and video demonstrations. The information sheets provide guidance on how to report volunteer service hours and continuing education hours.

* <https://mgvrs.extension.oregonstate.edu/VRS_Information_Sheets.php>
* <https://mgvrs.extension.oregonstate.edu/MG_VRS_Video_Demonstrations.php>

### Recognition of OSU Extension Master Gardener Volunteers

Recognition, both in the sense of developing an OSU Extension Master Gardener identity and in recognizing service to the Master Gardener Program, is very important. Trainees are awarded Master Gardener badges at the end of the training classes and a Certificate of Completion upon fulfillment of the initial volunteer service. Name badges and certificates may be ordered through the Extension Horticulture Office Specialist (Lee Ann Julson). The badges are sent directly to the program staff with the trainee’s name, county and training year engraved. The certificates come signed by the State Coordinator. Certificates will need to have the trainees name printed on them and the Master Gardner Program staff signature added.

Certificates of Recertification for veteran Master Gardeners who have satisfied recertification requirements may be ordered from the Extension Horticulture office specialist. You may make certificates for those who have satisfied the recertification requirements (classes and/or exam) in your county.

**Completion of the training may be celebrated by a simple luncheon or potluck. Fulfillment of volunteer service, however, calls for a special awards ceremony.** This can be done in a formal banquet setting or may be something more informal. New OSU Master Gardeners and veterans should be honored. For either event, consider having a local official, garden writer or a representative from Oregon State University help make the formal presentations. Invite someone from the local paper to cover the awards ceremony, or send an article to the paper with the names of the honorees.

And remember, on a day-to-day basis, a simple and sincere "thank you" for a job well done can be a very motivating and meaningful gesture for volunteers. Consider highlighting exceptional dedication as well as acknowledging everyday or on-going projects in the newsletter.

**Supporting Link**

* Where Do You Order Certificates, Badges, and Stickers: <http://blogs.oregonstate.edu/mgcoordinators/2017/11/17/order-certificates-badges-stickers/>
* Four Types of Certificates Available for Order:

<http://osu-wams-blogs-uploads.s3.amazonaws.com/blogs.dir/2972/files/2017/09/Master-Gardener-Certificate-Template-REV-9.pdf>

 ·

### Recognizing Recertified Master Gardeners

Master Gardeners who have completed all recertification requirements are eligible to participate in direct educational activities, and should be distinguished from Master Gardeners who are no longer current on their certification.

As of 2016, all Master Gardeners who have met recertification requirements in the preceding year will be given a sticker that signifies that they are current on their certification.

A section of the stickers for Master Gardeners certified through 2020 can be found, below.



 **Supporting Link**

* Where Do You Order Certificates, Badges, and Stickers: <http://blogs.oregonstate.edu/mgcoordinators/2017/11/17/order-certificates-badges-stickers/>

## OSU Extension Master Gardener Recertification Policy

adopted by the Home Horticulture Working Group, August 6, 2015

A common understanding of key definitions related to the Oregon State University (OSU) Extension Master Gardener Program will better enable Program faculty, staff and volunteers to understand, communicate, implement and adhere to associated policies.

**Certified OSU Extension Master Gardeners** are those individuals who have satisfactorily completed all requirements needed to become an Extension Master Gardener volunteer in Oregon.

* Master Gardener trainees become certified upon:  completing the initial Master Gardener training course, passing a cumulative assessment with a score of 70% of higher, completing their required volunteer service hours (minimum of 40, actual number varies by county), and completing and filing [required paperwork](http://horticulture.oregonstate.edu/content/master-gardener-program-forms).  Certification is valid for one year.
* Master Gardeners who continue past their first year of volunteer service must complete recertification requirements in order to remain a certified OSU Extension Master Gardener.
* Certification is REQUIRED to deliver direct educational outreach to the general public, as an OSU Extension Master Gardener.  Examples of direct educational outreach are:  answering gardening or pest management questions; providing gardening or pest management advice; teaching a class or workshop, writing a newspaper column, etc.

**Recertification** is the process of completing the required paperwork (e.g. the conditions of volunteer service form), volunteer service hours (minimum of 20) and continuing education units (minimum of 10 hours) needed to remain a certified OSU Extension Master Gardener.  Certification is valid for one year.  Recertification is thus an annual requirement.

**Volunteer Service Hours**: is the time that an OSU Extension Master Gardener volunteer spends on OSU Extension-approved projects.

**Continuing Education Hours**:  are the credits that a Master Gardener volunteer receives, for participating in an approved educational program that supports a volunteer's ability to deliver research-based and objective information to the general public.

**Balance of Volunteer Service Hours**

Because the mission of the OSU Extension Master Gardener Program, as well as the National Extension Master Gardener Program, focuses on educating others about sustainable gardening practices ~ Master Gardener Volunteer Service Hours which support this mission should be given highest priority.  Direct and indirect educational hours should constitute at least 50% of a Master Gardener's  volunteer service hours in their initial year and 50% of a Master Gardener's volunteer service hours in their recertification years.

**Direct Educational Hours**:  Master Gardener activities that have the potential to directly increase knowledge, change attitudes or change behaviors in ways that promote sustainable gardening.  A Master Gardener must be current on their certification, in order to participate in activities that qualify for direct educational hours.

* Plant Clinic (no matter the venue):  plant clinic is the venue through which Master Gardeners receive gardening questions and provide high-quality recommendations to the general public.  Typical venues for plant clinic include:  the Extension office (walk-in, phone or email), [Ask an Expert](http://extension.oregonstate.edu/extension-ask-an-expert), farmer's markets, Master Gardener events (e.g. plant sales, fairs), other community events.
* Instructor (at a conference, seminar series, Master Gardener training, speakers bureau, etc.):  includes the time it takes to research, prepare and deliver the presentation.
* Educational Gardens (demonstration gardens, youth garden, school garden, prison garden, garden tour):  education must be the focus of these activities, and not garden labor without education.  Gardens should be used as teaching and demonstration sites, with appropriate signage and supporting materials.  Teaching a class in an educational garden, leading a tour, preparing signage or educational displays, or other educational activities may count towards direct service hours.
* Writing an Educational Article:  in a Master Gardener newsletter, for a local newsletter, or collaborating with an OSU Extension faculty member to write an Extension publication. Includes the time needed to research and write the article.
* Other approved activities: as determined by your local Master Gardener coordination, in the context of current OSU Extension Master Gardener guidelines and policy

In addition to direct educational hours, there are many activities that facilitate or support the efforts of volunteer educators.  These are indirect educational hours.  The volunteer is not directly teaching others (via plant clinic recommendations or gardening talks or demonstrations), but is supporting the efforts of others who are serving as direct educators.

**Indirect educational hours**:  Master Gardener activities that facilitate or support the efforts of those who are teaching.

* Educational Event Planning (conference, seminar series, MG training)
* Master Gardener Training Class Mentor:  assisting with the annual Master Gardener training course.
* Educational Garden Maintenance:  Educational gardens require basic upkeep in maintenance, in order to be effectively used in educational outreach.  Thus, garden maintenance and upkeep activities qualify for indirect educational volunteer service hours if work in the garden supports an educational project or program, and if garden maintenance and upkeep activities are not the major focus of activity in the garden.  If garden maintenance and upkeep becomes the major focus of activity, it is time carefully examine the project, and re-calibrate back to the educational mission and focus of the Master Gardener Program.
* Other Approved Activities:  as determined by your local Master Gardener coordination, in the context of current OSU Extension Master Gardener guidelines and policy

**Support Hours**:  Master Gardener activities not focused on educational outreach, but whose efforts help to support the mission of the OSU Extension Master Gardener Program.

* Fundraiser (plant sale, book sales, etc.)
* Extension Office Support:  filing, database management, photocopies, or other duties related to the Extension office
* MG Association:  including serving as an officer, board member or in an appointed position in a MG chapter or in the Oregon Master Gardener Association
* Other Approved Activities:  as determined by your local Master Gardener coordination, in the context of current OSU Extension Master Gardener guidelines and policy

In order to qualify for MG Service Hours, projects or activities must:

1. adhere to applicable OSU policies and procedures,
2. be approved by the OSU Extension faculty and staff coordinating the Master Gardener Program
3. be reported to OSU Extension

**Reporting Volunteer Service Hours**

Currently, the majority of Oregon counties with an active Master Gardener Program use the online Volunteer Reporting System (VRS, extension.oregonstate.edu/mg/vrs) to track volunteer service hours and continuing education hours.

Current VRS categories are listed below.

|  |  |
| --- | --- |
| 1. Plant Clinic
2. Instructor
3. Educational Garden
4. Educational Article
5. Event Planning
 | 1. Class Mentor
2. Fundraiser
3. Extension Office Support
4. MG Association
5. Other Approved Projects
 |

**Continuing Education Hours**

Continuing education is critical  to promoting high quality and up-to-date gardening advice and recommendations within the Master Gardener program.  Thus, Master Gardener faculty and staff should carefully consider and plan for continuing education opportunities within their county, in much the same type of care used to plan annual Master Gardener training classes.

To be counted towards recertification, a continuing education class should:

|  |
| --- |
| **1a.** present research-based information on sustainable horticulture in an objective manner *or***1b.** support or improve an individual's ability to serve as a volunteer Extension educator **2.** be taught by a qualified instructor\*\* **3.**  extend the curriculum taught during the basic Master Gardener training course\*\*\* \*\*\*a qualified instructor is one who uses research-based information, presents information in an objective manner, and who is an effective and engaging presenter\*\*\*a Master Gardener should not be able to accrue all of their continuing education credits by sitting in on annual Master Gardener training courses.  Endeavor to offer new or advanced classes, workshops or webinars. |

Master Gardeners accrue continuing education hours as:  time spent in class (rounded up to the nearest 15 minutes), qualifies towards continuing education hours requirements.

* Example 1:  a Master Gardener views a webinar that lasts 90 minutes.  They are able to report 1.5 continuing education hours.
* Example 2: a Master Gardener attends a class that lasts 70 minutes.  They are able to report 1.25 continuing education hours.

In special circumstances, volunteers may be offered an opportunity to take a comprehensive, sustainable gardening exam to fulfill the continuing education hours requirement, in lieu of attending approved classes.

To support recertification efforts, the statewide program office should coordinate the efforts of the home horticulture working group to:

1. share news and information about local advanced training opportunities, that qualify for  continuing education credit
2. develop and publicize a calendar of continuing education opportunities across Oregon, as well as nationally-relevant and accessible webinars
3. develop a monthly webinar series of classes that qualify for recertification credit.  If possible, these webinars will be archived, online, for future and repeat viewing.
4. develop an annual online assessment that Master Gardener volunteers can use to see what areas they may want to focus on, in order to improve their ability to provide research-based educational outreach to the general public

**Recognizing Recertified Master Gardeners**

Master Gardeners who have completed all recertification requirements are eligible to participate in direct educational activities, and should be distinguished from Master Gardeners who are no longer current on their certification.

Starting in 2017, all Master Gardeners who have met recertification requirements in the preceding year will be given a sticker that signifies that they are current in their certification. The sticker is to be worn over the flower logo, on their Master Gardener badge.

### Managing the OSU Extension Master Gardener™ Program

The daily management of the OSU Extension Master Gardener Program is both challenging and rewarding. The county coordinator will be faced with many problems, issues and tasks. In order to deal with these, he or she must assume a variety of roles that include manager, supervisor, leader, decision maker, and educator.

**As county coordinator, your job is to ensure that the mission and vision of Oregon State University Extension are realized through the educational activities you organize and the classes you teach. The Master Gardener classes are organized so that ideas and knowledge are transmitted, received, and accepted by the trainees. It is your task to be sure that the Master Gardeners, in turn, effectively communicate this knowledge and ideas to others.**

Master Gardener volunteers should be involved in making some decisions and in setting program priorities. Most Master Gardeners are highly motivated, knowledgeable, and competent. Make them your allies and let them create their own challenges and opportunities whenever possible. If your program is large, you may want to develop an advisory board to provide balanced input from volunteers and help with strategic planning. Developing a management style that allows everyone to be a participant is important.

 Encourage key Master Gardeners to take on leadership responsibilities for various projects. Although you are responsible for the overall program, and are essential as an advisor, do not feel that only you can decide how to implement the program or what activities should be carried out. The Master Gardeners must have opportunities to be responsible for some significant part of the program. Without adequate opportunities for input, planning and responsibilities for the program, many will lose their interest and motivation, and you'll be left with the burden of handling every aspect of the program. The best way to keep interest high and retain Master Gardeners in the program is to give them plenty of opportunities to volunteer and to continue learning.

Frequent communication is an important part of keeping Master Gardeners active. This can take the form of a county-based newsletter and/or monthly meetings. Most all counties have a local chapter of the Oregon Master Gardener Association (see pages 18-21 for more information about OMGA) and they hold monthly meetings. Regular attendance to these meetings will allow you opportunity to learn more about chapter activities and to discuss future projects and activities with the group.

Provide the Master Gardeners with descriptions of various activities and projects, as well as job descriptions when appropriate, and encourage them to keep their volunteer hours and activities up to date. This provides a dynamic and up-to-date account of the Master Gardener Program's outreach efforts.

In recent years, accountability to funding sources has become crucial. Documentation of volunteer hours, types of volunteer activities, and number of contacts is essential to monitoring program impact and directly impacts funding at both the state and county level. A sample volunteer activity log sheet is included in Appendix D.1.

**Supporting Appendix**

·         Appendix D.1. Volunteer Log Sheet

##

# POLICIES AND PROCEDURES

### Background History Checks for Volunteers

In 2008, [OAR 580-023](http://arcweb.sos.state.or.us/rules/OARS_500/OAR_580/580_023.html) was adopted. This statue governs Criminal Background Checks for agents of the Oregon University System, including faculty, staff and volunteers working on behalf of Oregon State University as part of the OSU Extension Master Gardener Program.

Beginning in 2009, OSU adopted the statute instituted mandatory criminal records checks on all persons who are in a critical or security-sensitive position. These positions includes those jobs listed in (a) - (g), below.

(a) Has direct access to persons under 18 years of age or to student residence facilities because the person’s work duties require the person to be present in the residence facility;

(b) Is providing information technology services and has control over, or access to, information technology systems that would allow the person to harm the information technology systems or the information contained in the systems;

(c) Has access to information, the disclosure of which is prohibited by state or federal laws, rules or regulations or information that is defined as confidential under state or federal laws, rules or regulations;

(d) Has access to property where chemicals, hazardous materials and other items controlled by state or federal laws or regulations are located;

(e) Has access to laboratories, nuclear facilities or utility plants to which access is restricted in order to protect the health or safety of the public

(f) Has fiscal, financial aid, payroll or purchasing responsibilities as one of the person’s primary responsibilities; or

(g) Has access to personal information about employees or members of the public including Social Security numbers, dates of birth, driver license numbers, medical information, personal financial information or criminal background information.

Master Gardener volunteers are most likely to qualify as being in a critical or security-sensitive position if they work with youth (a) or if they drive on behalf of the University, as part of their volunteer assignment.

None of our volunteers has fiscal or financial responsibilities as their primary duties (f). Nor should our volunteers have access to social security numbers, dates of birth, drivers license numbers, etc. of faculty, staff, fellow volunteers or clients (g).

Those volunteers that also serve as their OMGA chapter treasurer or the OMGA treasurer have fiscal and financial responsibilities for the OMGA, and not for OSU Extension. Similarly, those volunteers that handle money for plant sales are doing so for the Association, and not for Extension. Thus, category ‘f’ does not apply in these cases.

All volunteers who will work with youth or who drive on behalf of the University, as part of their work as an OSU Extension Master Gardener, are thus required to undergo a volunteer background check.  Volunteers are assigned these tasks (e.g. working with youth or driving on behalf of OSU) if they have these tasks checked off of their Volunteer Position Description.

The University Policy on Background history checks may be found at:

* <http://oregonstate.edu/admin/hr/ercc/criminal-history-checks>

Extension Service volunteers should complete and return the form to their county Extension office in a sealed envelope. Somewhere on the envelope, volunteers should indicate the county to which they are applying. The sealed envelope will be forwarded directly to the OSU Office of Human Resources for processing. A representative from OSU HR will contact (usually by phone) a designated person within the county Extension office who is authorized to receive the results of the background history check. Please check with your county Extension office manager to find out who the designated person is within your office, or to see if you can be placed on the list of people who are authorized to receive the results of volunteers’ background history checks.

Supporting Appendices

* [Appendix B.19.](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#Appendix_B.19) Background History Check

### Use of the OSU Extension Master Gardener™ Title and Logos

Using the OSU and OSU Master Gardener Program logo is an important concept to introduce early in the program. An understanding that these terms are licensed by Oregon State University provides valuable orientation that the program is truly a part of OSU Extension, and volunteer participation and earning the title of “OSU Extension Master Gardener” is truly part of the overall University strategy for public outreach.

The title Master GardenerTM and the flower shaped logo were registered as trademarks of Oregon State University on March 8, 2001. They were reregistered in March 2011. Also trademarked are the words:

* Oregon Master Gardener™
* Master Gardener™ (when used in Oregon)
* Oregon State University Master Gardener™
* Oregon State University Extension Service Master Gardener™
* Oregon State University Master Gardener Mini-College™

Anywhere “Master Gardener™” is used, the trademark should be part of the text. Examples include:

* Jackson County Master Gardener™
* Central Oregon Master Gardener™ Association
* OSU Extension Master Gardener™

Technically a TM should be shown after all of these phrases. It is also appropriate in print media (like this manual) to use the TM after the first time Master Gardener appears on a page and not subsequently in the text. If the flower logo is used, then the words ‘Oregon Master Gardener™’, ‘Oregon State University Master Gardener™’, ‘Oregon State University Extension Service Master Gardener™’, etc. should also be used. It is not acceptable to use the flower logo, without also using a phrase that identifies the OSU Master Gardener™ Program. A TM should also be shown immediately below and to the right of the flower logo design. (See Appendix F for camera-ready versions of the logo.) Electronic versions are available from the State Coordinator. The flower logo is a symbol for the OSU Master Gardener Program, and not the Oregon Master Gardener Association or any of its chapters.

You, as the Extension staff member managing the Master Gardener program in a particular county, have the responsibility of deciding when and how the logo and name will be used. If you have questions you can contact the State Coordinator for clarification. At the county level, OMGA chapters may show the logo if it is used in conjunction with a project in support of the overall OSU Extension Master Gardener Program. The key is the acknowledgement of OSU and the Master Gardener Program.

The flower shaped logo is often used by the local chapter of the OMGA on various items. The use of the logo on t-shirts, cards, aprons, mugs, displays, plant sale advertising, bookmarks, and other similar uses is perfectly appropriate, but in all cases the specific use of the logo should be approved in advance by the faculty or program assistant in the county to assure that it is used in an appropriate context.

The words ‘Master Gardener’ are often used by the OMGA and OMGA chapters when advertising events and fundraisers. If the words ‘Master Gardener’ are included in the name of an event or are used to promote events and fundraisers (even if the words are used as part of an OMGA chapter name, such as ‘Benton County Master Gardener Association), the event must be reviewed and approved in advance by local OSU Extension Master Gardener Program faculty/staff/coordinators. In addition, all promotional materials, including advertisements and press releases, are subject to review by OSU Extension Master Gardener Program Faculty and Staff.

If an event has not been reviewed and approved, and/or if materials are produced without review by MG Program Faculty/Staff/Coordinators, individuals who volunteer to work on the associated event may not be eligible to receive Master Gardener Program volunteer service hours. Furthermore, individuals who volunteer to work on an event that makes use of the words ‘Master Gardener’, but has not been reviewed and approved by MG Program Faculty/Staff/Coordinators, may not be covered by OSU liability insurance. If there is no OSU oversight for an event, then OSU liability insurance does not apply.

The following guidelines apply to the OSU Extension Master Gardener Program, as well as the OMGA and its chapters.

When producing materials that advertise or promote fundraisers, not educational in nature, the phrase ‘In support of the OSU Extension Master Gardener Program’ should appear the materials, in no less than 10 point font.

Materials printed for fundraisers, educational in nature, should state ‘in collaboration with and in support of the OSU Extension Master Gardener Program’, in no less than 10 point font. For these events, published materials must also include the Non-Discrimination Statement ([http://extension.oregonstate.edu/eesc/how-to/nondiscrimination-english-a...](http://extension.oregonstate.edu/eesc/how-to/nondiscrimination-english-and-spanish)), to meet USDA civil rights requirements.

Educational Programs should always be conducted in collaboration with OSU. Thus, materials printed for educational programs should state ‘in collaboration with the OSU Extension Master Gardener Program’, in no less than 10 point font for standard 8X10" sheets of paper.  For banners, posters and other large format materials, font size and display should be determined in cooperation with the local Master Gardener coordinator. For all educational events, published materials must include the Non-Discrimination Statement ([http://extension.oregonstate.edu/eesc/how-to/nondiscrimination-english-a...](http://extension.oregonstate.edu/eesc/how-to/nondiscrimination-english-and-spanish)), to meet USDA civil rights requirements.

The OSU Extension logo must be used on all goods, wall hangings, banners, posters, paper, clothing, advertising and educational materials used in conjunction with the Master Gardener Program. For more information on the OSU Extension logo, licensing and trademarks go to the following website: <http://oregonstate.edu/marketing/trademark/>

The Master Gardener Program, OMGA and its chapters must adhere to the OSU minimum size and clear space requirements, when using the OSU, OSU Extension and/or OSU Extension Master Gardener Program logo(s). A downloadable copy of OSU Extension logos can be found at the OSU Extension website. You must be on an OSU computer in order to access the OSU Extension logo. Both color and black and white forms are available. Use of this and any other logo should be reviewed and approved by the Master Gardener Program staff in the county.

The URLs to access the downloadable logos are listed below:

* <http://oregonstate.edu/ua/brand/tools/logos> (OSU logos)
* <http://oregonstate.edu/ua/brand/tools/companion-logos> (Extension logos can be found here)

For those who can’t access the logos at this website (i.e. those who aren’t OSU employees or do not have OSU computers), please contact OSU Extension Marketing. The Extension Marketing staff will ask who would like to use the logo and how they intend to use the logo. If the use is within the parameters of the OSU Extension Marketing policies, the Extension Marking staff can e-mail the logo in electronic form.

**Supporting Appendices**

* [Appendix E.1.](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#Appendix_E.1) Master Gardener logos
* [Appendix E.2.](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#Appendix_E.2) OSU Extension logos

### Volunteer transfers from other counties or from out of state

It is not unusual for OSU Extension volunteers to complete their training and/or volunteer service in one Oregon county, and then move to another county within Oregon.  Similarly, it is not unusal for Extension Master Gardener volunteers to move to Oregon, after completing their service and/or volunteer service hours in another state.

Transferees from Oregon counties or from other states with active Master Gardener Programs should be accepted into local OSU Extension Master Gardener Programs, if the transferee is in good standing with their previous Master Gardener Program.  Prior to accepting the volunteer into your local program, you should make sure that they are a volunteer in good standing and that they have all [required forms](http://extension.oregonstate.edu/mg/forms) on file.  Check with their previous MG supervisor to ensure that they are in good standing.  Make sure that their required forms are up to date (if they transferred from another Oregon county), or have them fill out required forms (if they transferred from out of state).

You may also want to require that the volunteer re-certify as a Master Gardener in their new, local program.  You can do this by providing them with a comprehensive test, that focuses on core concepts and local conditions.  Alternatively, you can require the volunteer to attend a set of core classes during the annual Master Gardener training sessions.  These options are not mutally exclusive.  Depending upon local needs, you may require the transferee to satisfy both options, prior to working at an Extension Master Gardener Plant Clinic.

### Political Action Committees

Because state budget laws as interpreted by the courts prohibit the use of public funds and public resources for political activity, Extension Service personnel are not permitted to lobby in support of funding for Extension or other University Programs without prior approval. Furthermore, because the Oregon University System employs a lobbyist, University personnel must report all time spent lobbying for legislative support. Extension employees must submit a report quarterly to Extension Administration**.**If more than 24 hours or $100 is spent lobbying by a University employee within a quarter, the University employee must register and file other reports with the Government Standards and Practices Committee.

Because of restrictions placed on Extension Service personnel regarding lobbying, and the importance of fostering and enhancing legislative support for Extension in local governments, Extension volunteers have stepped forward to organize lobby for Extension services in several counties. Specifically, Master Gardeners have been integral and effective members of the Political Action Committee (PAC) that has helped to lobby for and secure tax service districts in Polk, Linn, Clackamas and Douglas County. The OMGA has developed [a communications toolkit](https://oregonstate.box.com/s/v7emtfdw0o4uiypvhl4qhdsco50tem35) that includes example letters to the editor, letters to policy makers, and advice on advocacy for Service Districts.

The current list of Extension Service Districts, includes Clackamas (formed 2008), Clatsop (formed 1986), Columbia (1998), Coos (1998), Crook (197), Deschutes (1982), Douglas (2008), Grant (1986), Jackson (2014), Josephine (1996), Klamath (2015), Lake (1990), Lincoln (1980), Linn (2008), Malheur (2012), Marion (2015), Polk (2010), Tillamook (1986), Union (1990), Wallowa (1996), Wasco (2006), Wheeler (1992), and Yamhill (1982).

Counties with a Master Gardener Program but without an Extension Service District include: Baker (limited Master Gardener Program), Benton, Curry, Hood River, Lane, Multnomah, Washington, Umatilla.

**Supporting Documents**

* [Master Gardeners and the Creation of Extension Service Districts](https://oregonstate.box.com/s/n97dvcljiytumx4knv0f6wkptjt1y3rp) (in Master Gardener Program Box file)
* [Oregon Master Gardener Association Template Letter to Congressperson](https://omga.org/wp-content/uploads/2018/04/OMGA-letter-to-Oregon-Congressmen.docx) (on the OMGA website)
* [OMGA Communications Toolkit](https://oregonstate.box.com/s/v7emtfdw0o4uiypvhl4qhdsco50tem35) (in the Master Gardener Program Box file)

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### Plant Clinic Procedures

In most counties, Master Gardeners staff Plant Clinic phone lines and desks at county Extension offices. Many counties also offer Plant Clinics in their communities, at farmers’ markets, fairs and commercial businesses. Plant Clinics are a valuable service to the community, where Oregonians can ask questions about their home or community garden. Those who utilize the services of a Master Gardener Plant Clinic are often referred to as our ‘clients’. To ensure high quality answers to questions received at Master Gardener Plant Clinics, it is important that volunteers are trained to recognize and utilize appropriate resources and to consult with OSU Extension faculty and/or expert Master Gardeners, as needed. Appropriate resources include the Pacific Northwest Weed, Insect and Disease Management Handbooks; peer-reviewed journal articles, Extension publications, brochures and hand-outs; eXtension and/or university Extension websites; online materials produces by eXtension and/or university Extension Services; and other resources that contain validated, research-based content. In addition, to utilizing county Extension faculty and expert Master Gardeners, on campus resources (e.g. OSU Plant Clinic; OSU Herbarium, Oregon State Arthropod Collection), Extension specialists, and other OSU faculty should be consulted when needed.

Master Gardener volunteers should utilize these resources to provide research based information to those seeking information or advice on home and/or community gardening. Master Gardener volunteers are not permitted to answer questions for commercial growers, or questions related to commercial production..  Master Gardeners are not permitted to answer questions or provide recommendations related to pasture management, although Master Gardeners can work to identify weeds (using appropriate resources) that were growing in pasture.  Master Gardeners are not permitted to identify mushrooms, unless working with a verified mycological expert.  County-based Extension Agents determine who qualifies as a local mycological expert.

Limits on Submission of Plant Clinic Materials: Master Gardener Plant Clinics accept plant (live, dead or preserved), arthropod (dead or preserved) and soil specimens for assessment.  Safety of the volunteers is paramount.  For this reason, the Master Gardener Plant Clinics will not accept swabs, tissues, hair or other specimens of human or animal origin; articles of clothing, bedding or towels; personal hygiene items such as toothbrushes, hairbrushes or any other items that may be contaminated with human or animal pathogens, parasites or secretions.  Clients with questions about possible human or animal health need to direct those inquiries to the appropriate public health or veterinary experts in the community.

Limits on Advice that Has Implications on Human Health:  Occasionally, a client may submit a sample to or seek advice from the Master Gardener Plant Clinic that could have implications for human health. Examples include: bed bugs, spiders, suspected arthropod-caused skin lesions, pesticide poisoning, poisonous plants, etc. If this is the case, it is important to remember that Master Gardener volunteers are not permitted to offer medical evaluations, diagnoses or advice on treatment. Instead, the client should be referred to a trained professional for these services. Master Gardener volunteers are permitted to utilize appropriate resources to identify a plant or arthropod sample (e.g. bed bugs, poison ivy) – but not lesions, rashes or other symptoms that may have been caused by a plant or an arthropod (e.g. the bite marks or rash that could be caused by bed bugs or poison ivy). OSU Extension faculty staff and volunteers should refer all clients seeking advice on managing any potential life/safety situations to medical or other trained professionals.

Identifying Potentially Poisonous Plants:  Often, the samples that are submitted to Plant Clinic make it difficult to confidently arrive at an accurate identification. For example, the client may submit only a small portion plant foliage, or may submit a crushed arthropod sample between two pieces of tape. If this is the case, and especially for those cases where the identity of the plant or arthropod could have implications to human health (i.e. a doctor would treat a patient who ingested a non-poisonous plant different than they would a patient who ingested a poisonous plant), it is important to use appropriate language when communicating findings to a client. An example of appropriate language is: “Based upon the information provided to OSU Extension and from the research conducted, it appears that this plant is a XXXXXX plant, which is listed as not poisonous.”

Marijuana Policy:  Oregon State University and the Oregon State University Extension Master Gardener program are recipients of federal funding.  Oregon State University and the Oregon State University Extension Master Gardener program are also governed by the federal Controlled Substances Act, the Drug-Free Workplace Act and the Drug Free Schools and Communities Act.  Thus, to guard against risk of losing Federal funding and to adhere to the federal laws that govern our activities, OSU Extension Faculty, Staff and Volunteers do not provide advice or referrals on the culture, care and/or use of marijuana.

Master Gardener volunteers working in the Plant Clinic should be provided with continuing education and support, to ensure that they are current on information, understand appropriate resource use, recognize when they should seek additional help or support, and know that it is more important to accurately say ‘we can’t answer that question’ (for whatever reason – not enough plant material, sample to crushed to identify, no research based resources on the topic) than to provide an incorrect answer.

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### Annual Timeline for the OSU Master Gardener Program

This table lists the approximate annual deadlines and events associated with the OSU Master Gardener Program, at the state and county level.

|  |  |  |
| --- | --- | --- |
|  **Month** | **Statewide MG Program** | **County MG Programs** |
| January | ·    Annual Report Submitted to the University·    Travel to County Master Gardener Trainings·    Online Master Gardener Course | ·    Master Gardener Training |
| February | ·    Travel to County Master Gardener Trainings·    Online Master Gardener Course·    Nominations solicited for Search for Excellence | ·    Master Gardener Training·    Order Badges for new trainees (at least one month prior to when you handout badges) from Lee Ann Julson |
| March | ·    Travel to County Master Gardener Trainings·    Online Master Gardener Course·    PNW Handbooks Ordered for County Offices (Handled by the OMGA)Nominations solicited for awards:County Master Gardeners of the YearStatewide Master Gardener of the YearStatewide Master Gardener Behind the Scenes | ·    Master Gardener Training·    Prepare recertification test for veterans |
| April | ·    Home Horticulture Working Group Meeting at Extension Spring Training·    Nominations forms are due for Search for Excellence | ·    Generate lists of trainees for different event coordinators·    Recertification Training Class for veterans (Sat/Evening) |
| May | ·    Nomination forms are due for awards (County MG of the Year, Statewide MG of the Year, Behind the Scenes Award) | ·    Review the previous year’s classes with veteran Master Gardeners·    Create recertification certificates |
| June | ·    Update and revise online Master Gardener Course | · |
| July | ·    Gardener’s Mini-College (late July or early August)·    Home Horticulture Working Group Meeting at Mini-College | ·    Update Local Manual |
| August | ·    Call for Update of Speakers’ Expertise and Geographical Area for Master Gardener Training | ·    Applications available at Extension Office and all MG events·    Press Releases about MG Training and Program |
| September | ·    Order completion/appreciation certificates from Lee Ann Julson | ·    Recruit Speakers for Master Gardener Training·    Media contact for class recruitment |
| October | ·    Call for Annual Report Data·    Call for Number of Online-Trained Master Gardener Volunteers that Counties can Accept | ·    Interview prospective class members·    Recruit veterans for mentor, class coordinator and hospitality roles·    Start collecting volunteer hours/data for annual report |
| November | ·    SOARS reporting is due | ·    SOARS reporting is due·    Welcoming letters & local manual to new class members·    Order Sustainable Gardening Handbooks·    Recertification class for veterans (Sat/Evening) |
| December | ·    Annual Report Data Due·    Home Horticulture Working Group Meeting at Outreach and Engagement Conference | ·    Training(s) for mentors and class coordinators·    Make badges for new class·    Prepare/print handouts·    Create recertification certificates |

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### Volunteer Liability and Risk Management

The safety of the Master Gardener volunteers and Extension clientele is an important issue. The Master Gardener Position Description and the Pest Control Recommendation Agreement provide guidelines regarding pest management recommendations. Practicing the guidelines set forth in these documents will go a long way to reduce safety risks and abuse in the Master Gardener Program.

There are four basic categories where Master Gardeners can and should have insurance coverage. They are:

 Liability insurance when acting in their official capacity as Extension volunteers; (provided for Master Gardeners automatically as an ‘agent/employee’ of the university);

1. Injury insurance when acting in their official capacity as Extension volunteers;
2. Liability insurance when participating in Association related/sponsored events not co-sponsored by Extension; (this is where individual Chapter insurance policies come in);
3. Injury insurance when participating in Association related/sponsored events not co-sponsored by Extension; (this is also where a Chapter policy would provide coverage).

Personal liability insurance for Extension volunteers is offered to the counties by OSU Extension Administration through the State of Oregon. Registered volunteers are provided protection for a personal injury or a property damage liability claim arising out of the performance of the volunteers' duties. This coverage is in excess of, and non-contributing with any other valid and collectible insurance the volunteer may have. This means that any personal insurance coverage the volunteer has would be used first to satisfy any judgments. Complete information about this policy is available through the State of Oregon Department of Administrative Services Risk Management Division. The policy is called Liability Self-Insurance (125-7-201) and the policy manual is available online at <http://risk.das.state.or.us/liabili2> or from the Risk Management office on campus at Oregon State University.

All volunteers must agree to the Conditions of Volunteer Service (see [Appendix A.5](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#Appendix_A.5)), and have the form filled out, signed and on file before they volunteer.

 **Supporting Appendices**

* [Appendix A.5.](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#Appendix_A.5)Conditions of Volunteer Service Form

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### Dismissing a Volunteer

**OSU Extension Master Gardener volunteers are expected to follow the same personnel rules that all OSU and OSU Extension employees follow.** Oregon State University, and hence the OSU Master Gardener Program, does not tolerate discriminatory behavior, sexual harassment, nor alcohol or drug use on the job. In some cases Extension personnel must “deselect” volunteers who cannot follow the basic rules of Oregon State University or do their job as an OSU Extension Master Gardener volunteer properly.

Dismissing a volunteer can be a difficult and emotion-laden decision, but the process is fairly simple and has been used with both OSU Extension volunteers and volunteers in many other organizations. The procedure involves writing a letter that states that the services of the volunteer are no longer needed. You may choose to use a sentence such as:

“This is to inform you that effective immediately, and in the best interest of the XXX County Master Gardener Program and XXX County Master Gardener Association, your services as a volunteer to both groups are no longer needed. Thank you (Signature).”

**Checking with the University’s legal counsel before sending the letter is always advised.**

 **Resources / References for Coordinators Considering Dismissing a Volunteer**

* Branson, Jr., F., & Long, N. D. (1992). Dismissing a volunteer. Journal of Extension [On-line], (30)4. Article 4IAW8. Available at: <http://www.joe.org/joe/1992winter/iw8.php>
* Culp, Ken III and Joyce Doyle.  2011.  Disengaging a volunteer: what to do when supervision fails. Journal of Extension [On-line], (49)5. Article 5TOT3. Available at: <http://www.joe.org/joe/2011october/tt3.php>
* McCurley, S. (2006). How to fire a volunteer and live to tell about it. Retrieved from:[http://www.worldvolunteerweb.org/resources/how-to-guides/manage-volunteers/ how-do-i-manage-volunteers-additional-reading/doc/how-to-fire-a.html](http://www.worldvolunteerweb.org/resources/how-to-guides/manage-volunteers/how-do-i-manage-volunteers-additional-reading/doc/how-to-fire-a.html)

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### Master Gardener Volunteers and School Garden Programs

All Extension volunteers who will work with youth as part of an Extension Program, must undergo a background history check prior to working on a youth-centered project.  Examples of projects that would require a background history check are:

* work in school garden or other youth garden
* work with children in a classroom or other educational site, as part of a one time or continuing gardening education program
* work with children participating in a Junior Master Gardener program

Extension volunteers who participate in an Extension project, where youth may be present - but the focus of the project is not on youth education (i.e. a mobile Plant Clinic at a farmer's market or county fair) are not required to undergo a background history check.  Only those volunteers who will specifically be working with youth as part of their volunteer service need to undergo the background history check.

Volunteers who will be working with youth should fill out a [Background History Check Form](http://oregon.4h.oregonstate.edu/sites/default/files/BackgroundReleaseForm05.pdf).  The form should be filled out and mailed directly to OSU HR, by the volunteer.  The address of OSU HR can be found on the background history check form (bottom of the second page).  OSU HR will call the Extension office that will be overseeing the volunteer's service, and will let the designated office representative know whether the volunteer is cleared for service projects that involve youth.

Supporting Appendices

* [Appendix B.19.](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#Appendix_B.19) Background History Check

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### Lettuce Grow Sustainable Gardening Classes

[Lettuce Grow](https://www.growing-gardens.org/lettuce-grow/) is a program of the non-profit organization Growing Gardens. Lettuce Grow teaches sustainable gardening classes to Department of Corrections and Oregon Youth Authority students, using OSU Extension’s Master Gardener curriculum or the Oregon Food Bank’s Seed to Supper curriculum.

Lettuce Grow uses the Master Gardener curriculum, but the class is called ‘Sustainable Gardening’.  The final exam is called a ‘Sustainable Gardening Final Exam’, and all questions related to the Master Gardener Program have been stricken from the final.  Module 12, which is about the Oregon Master Gardener Program (intended to teach current volunteers) is not part of the curriculum delivered to Lettuce Grow students.

Lettuce Grow and the Master Gardener Program have a mutually agreeable policy regarding the use of the OSU Extension Master Gardener Curriculum. Lettuce Grow can use the curriculum, but will call it by its more appropriate name: a sustainable gardening class, resulting in a certificate of home horticulture.  The term “Master Gardener” can not be used when advertising or promoting Lettuce Grow programs, or recruiting Lettuce Grow students, volunteers or other participants.

The reasoning behind this is that the term “Master Gardener," is a service-marked term that has very precise definitions at Oregon State University and within the Master Gardener community.  The resulting terminology confusion is difficult to manage.

Students participating in Lettuce Grow Sustainable Gardening classes are provided an orientation letter, to help further clarify the objectives of the course and how it relates to the OSU Extension Master Gardener Program.

Program Impacts: Since 2010, more than 1,200 students have taken the OSU Extension sustainable gardening class, through Lettuce Grow. The course has been delivered at 14 adult facilities in Oregon, including the Federal facility in Sheridan, OR. The course has also been delivered in two youth facilities: Hillcrest (now closed) and MacLaren. With the help of the Department of Corrections we track the recidivism rates for our students. As of 2017 among the780\*\* inmates who have taken the class the recidivism rate is 4%. The state recidivism rate for Oregon is 31%. To date, three graduates of the Lettuce Grow Sustainable Gardening class have completed the Master Gardener Program, upon their release. One graduate is working at a local nursery.

**Supporting Document**

* [Orientation Letter for Lettuce Grow Students](http://horticulture.oregonstate.edu/system/files/u18/Orientation%20Letter%20for%20Lettuce%20Grow%20Students.doc)

## The Oregon Master Gardener Association and its Chapters

Brief History of the Oregon Master GardenerTM Association (OMGA**)**

In 1982 Extension suffered a serious budget setback with a consequent layoff and changing of duties of most of the agents and faculty who were managing the Oregon Master Gardener Program. Of the 4 agents with major responsibilities in the program, one moved to another state, two were transferred to other duties and only one remained. Master Gardeners felt they would be more successful in protecting the program through a unified voice.

An organizational meeting was hosted by the Portland metro counties Home Horticulture Advisory Committee, November 13, 1982 at Mt. Hood Community College in Gresham. It was attended by 85 Master Gardeners from 10 counties. John Caine from Multnomah County and Chair of the Home Horticulture Advisory Committee opened the meeting and explained its purpose, "to organize a statewide association to assist, encourage, and help to direct Extension Service efforts in home horticulture and specifically in the workings of the Master Gardener Program". After several hours of discussion, a motion was made and seconded and the majority voted to form a state Master Gardener association (OMGA).

The need for a Master Gardener Foundation was discussed by Don Naylor from Multnomah County and Jim Dunn, executive secretary of the OSU Foundation**. The foundation was felt necessary as a money raising body to help support Master Gardener Programs in counties where budgets were cut severely.** A motion was made and seconded and the majority voted in favor of forming the Oregon Master Gardener Foundation (OMGF). **Thus, because of Oregon's budget problems, Master Gardeners came together to form an association through which they could provide support to their program.** Articles of incorporation were developed and signed April 1, 1985. On June 26, 1985, the State of Oregon Department of Commerce Corporation Division issued a Certificate of Incorporation of the OMGA.

On December 16, 1986 a meeting of OMGF officers and trustees was called to discuss dissolving the foundation At that time, the OMGF account held $5600. It was decided to make a gift of the cash assets to OMGA, contingent on satisfactory resolution of the tax- exempt status of OMGA. It was also suggested that OMGA elect a second Vice President to assume some of the duties of OMGF.

In June, 1985 a set of bylaws was agreed upon by officers and chapter representatives. They have been extensively revised twice, with several minor revisions but keeping the same mission and purpose. Since then, all OMGA chapters have used the state bylaws to formulate chapter bylaws. On February 18, 1988, the OMGA sent a memo to all chapters giving them the OMGA tax number for fund raising and soliciting contributions, and saying that OMGA would file a single consolidated tax return for all Oregon Master Gardener activity. In 2001 the organization structure of OMGA was modified slightly and now each individual chapter has its own tax ID number.

Since its beginning in 1982, OMGA has co-sponsored with OSU Extension Service, the annual Gardener’s Mini-College, the 2nd National Master Gardener Conference in 1989, and the first Western Regional Master Gardener Conference in 1994. The OMGA sponsors a newsletter three times per year for members, awards annual grants to chapters and county programs, and a scholarship to an OSU Horticulture student.

Current Role of the Oregon Master Gardener™ Association (OMGA)

The Oregon Master Gardener™ Association is a statewide, 501(c)(3) non-profit organization whose purpose is to enhance and support the OSU Master Gardener™ program. The county Master Gardener chapters together make up the state association. OMGA Board of Directors is comprised of representatives of each of the county chapters, as well as state officers. Quarterly OMGA meetings are held at various locations around the state.

 Initially, the primary role of OMGA was summarized in five mission statements:

 To enhance and supplement the Oregon State University Community Horticulture Program.

* To assume responsibility for performing special tasks and engaging in continuous activities related to the program.
* To promote a wide dissemination to Oregon citizens of information available as a result of University study and experimentation. Such information shall be in accordance with Oregon State University standards.
* To work with other garden organizations to enhance gardening when appropriate.
* To award scholarships for post-secondary education in the fields of horticulture and plant sciences on the basis of scholastic merit and need.

The OMGA went through a strategic planning process, initiated in 2010, that resulted in a revised mission.  The mission statement, listed below, received broad support from the OMGA Board at meetings in 2010 and 2011:

 **We are committed to Sustainable Gardening through:**

* **Partnering with the OSU Master Gardener Program to promote sustainable gardening** **practices;**
* **Advocating for funding to deliver the Master Gardener Program across Oregon; and**
* **Fostering continuing education of all Master Gardeners.**
* **Fun sustains our energy in carrying out these commitments.**

The individual OMGA Chapters support this mission by assisting in the continuing education of Master Gardeners, by providing educational programs to members at monthly meetings and organizing other education events such as educational symposia, garden tours, and nursery visits. OMGA chapters also serve as a social center for Master Gardeners, and as a clearing house for projects and planning of OSU sanctioned educational outreach programs. **The community service that the county chapters provide for their local citizens provides a public recognition of the OSU Extension Service Master Gardener Program.**

The OMGA provides a forum for giving recognition to successful programs and to outstanding Master Gardeners, both statewide and locally. Annually, through the chapters and Extension Master Gardener Program staff, recognition is given for county Master Gardener of the year, for a state Master Gardener of the year, State "Behind the Scenes" Master Gardener of the year and Certificates of Appreciation are issued to those who have given of themselves to help the local chapter or the state association.

### Relationship between Program and Master Gardener™ Associations

The relationship between the Master Gardener Program and the statewide and county Master Gardener Associations (sometimes called ‘chapters’) can be indistinct and at times ill defined. When a decision is related to the Master Gardener Program, you need to be clear with the Master Gardener Association that the final decision is yours.

In some cases the chapter takes on and manages projects, programs or activities that are the responsibility of the Extension Master Gardener Program staff. This may be because a county has been without program staff to manage the program at some point and Master Gardener volunteers stepped up to keep the program functioning. Or, it may be that some Master Gardener Program staff has turned over some of these responsibilities because of their management style or need to delegate due to other time commitments associated with their job.

**In any event, it can be difficult at times to clarify the roles of the Master Gardener Program and the Association.**Asking yourself some questions related to the project in question might help you define the different roles. For example:

* Is it educational?
	+ Examples: Annual training; school or community outreach where Master Gardeners will be in a ‘teaching’ role, organizing horticultural seminars for the local community.
* Is the main purpose to disseminate researched-based information?
	+ Examples: plant clinic in the office or at an off-site location, providing soil pH tests.
* Is it related to volunteer hours (payback) for the program?
	+ Examples: Will the hours count toward fulfillment of the initial volunteer commitment? Will the hours count toward recertification?

**All of the examples listed above are program related and are areas that should be decided on by you, as the Extension Program staff member.**You may still want to involve Master Gardeners in the initial planning or implementation of these areas, but the ultimate decisions should reside with you.

The following table provides a general outline for the respective roles of the OSU Extension Master Gardener Program and the Oregon Master Gardener Association.  Often, an event hosted by a chapter can and will span multiple roles.  For example, an OMGA Chapter plant sale raises funds for the chapter, but is presented in a way that it is also an educational event for the community.  However, plant sales are listed under 'raise funds' as a way to emphasize that while chapters may hold a plant sale to raise funds, this is not a role or responsibility that can be taken on by a county Extension Program.  However, the county Extension Program can and should provide guidance on the educational programming that is inherent in many OMGA Chapter plant sales.

|  |  |  |
| --- | --- | --- |
| **OSU Extension Master Gardener Program** | **OMGA** | **Chapter** |
| Develops and disseminates research-based and objective information/programs/curricula on sustainable gardening and community food production, via* Extension Publications
* Plant Clinic at Extension office, fairs, farmer’s markets, etc.
* School / Demonstration / Community Gardens
* Youth Garden Programs
* Annual Master Gardener training and recertification
* And other means
 | Supports the OSU Home Horticulture (Master Gardener) Program at the Statewide and County level * Endowment Gifts
* McNeilan Scholarship and other Scholarships to OSU Students
* Sponsors Mini-College
* Purchase of PNW Handbooks for OR counties with an MG Program
* Extension Educator Grant
* Political Support for the Statewide and County Master Gardener Programs
 | Supports the OSU Home Horticulture (Master Gardener) Program at the Statewide and County level * Endowment Gifts
* Political Support for the Statewide and County Master Gardener Programs
 |
| Administers the training and supervision of Master Gardener volunteers.* Insurance
* Background Checks
* Reporting
 | Raises Funds* Silent Auction at Mini-College
* OSU Bookstore Sales Commission at Mini-College
 | Raises Funds* Plant Sales
* Garden Tours
 |
|   | Supports OMGA Members and Chapters* Skills Development (Leadership Day at Mini-College)
* Dialogue/Idea Exchange at OMGA meetings
* Files IRS paperwork, financial reporting
* Satisfy regulatory requirements for corporate documents & records such as bylaws and Articles of Incorporation.
 | Organizes educational and social events, locally* Speakers at monthly chapter meetings
* Tours and outings
* Potlucks
 |
| An individual becomes a Master Gardener through satisfactory completion of the training course and volunteer internship. |  An individual becomes an OMGA member by paying dues to the OMGA and to their local chapter. | An individual is a member of an OMGA chapter, by paying dues to the OMGA and to their local chapter. |
| The roles and responsibilities of the OSU Extension Master Gardener Program and the Oregon Master Gardener Association. |

## Collaboration between the Master Gardener™ Program and Master Gardener Associations

**To acknowledge the length and depth of the collaboration, it is appropriate for both program staff and OMGA Chapter representatives to acknowledge and support each other in their public presence.** Wording such as “the OMGA in cooperation with the Oregon State University Extension Service”, or “The OSU Extension [County] office with the financial assistance of the [OMGA Chapter]” are examples of phrases that should be used for collaborative projects and programs. Mutual support and acknowledgement will help keep the true nature of the relationship in perspective. Ideally all of the projects that an association takes on will be in line with the primary mission of OMGA, which is to enhance and supplement the OSU Master Gardener Program. Working closely with the Chapter Executive Board in an advisory role can provide you opportunity to help guide the group in some of their project selection.

Examples of projects or events the Chapter might undertake, and that would be appropriate for the Chapter to plan, organize and implement with minimal input from you include, but are not limited to:

* The fundraising portion of a plant sale
* The social portion of a garden tour or garden trip
* The social portion of a chapter potluck and social

Please note that in the above cases, the OMGA Chapter must maintain its own liability insurance, **as Oregon State University provides coverage only for educational events** such as plant clinics and not for activities that are primarily fund-raising or social. Seldom is it ‘black and white’ as to what each group’s role should be. The key is to develop a collaborative relationship with the Chapter and help them help you achieve the mission of the OSU Extension Master Gardener Program.

### Memorandum of Understanding Between the OMGA and OSU

In 2018, Oregon State University entered into a Memorandum of Agreement with the Oregon Master Gardener Association, for the purpose of formalizing and clarifying their roles and relationship with regard to the operation and support of the OSU Master Gardener Program.

The MOA clearly defines the OSU Extension Master Gardener Program as an OSU educational program, over which OSU has the ultimate authority and responsibility. The Association and county chapters, in partnership with OSU, provide valuable assistance to the OSU Extension Master Gardener Program. These principles are laid out in Article Two of the MOA.

**Article Two: General Principles**

2.1 OSU is primarily responsible for all educational activities in the Program, including educating Program volunteers, who may elect to join Association county chapters.

2.2 The Program is an OSU educational program and one over which OSU has the ultimate responsibility and authority. The Association and the county chapters, in partnership with OSU, provide valuable assistance to the Program through the identification of educational opportunities, organization of volunteers, financial support, advocacy, educational opportunities, and social activities for the volunteers and staff.

The MOA may be accessed in the Master Gardener Program Box file: <https://oregonstate.box.com/s/n3ymhwwqswb2uwgray7ph10i73x4zxsd>

### Hospitality Guidelines for Master Gardener Conferences and Seminars

Educational conferences and seminars are important venues for upholding the Master Gardener mission of educating people about sustainable gardening in the Pacific Northwest.  Each year, OMGA and its chapters host an array of conferences and seminars that collectively teach thousands of Oregonians about locally relevant and research-based sustainable gardening practices.

Integral to the success of a well-planned conference or seminar series are the invited speakers who serve as educators at these events.  Also important are the sponsors who donate funds to keep conference costs low, and the vendors who pay for a space to sell commercial goods or host an informational table.  As important as it is to ensure a high-quality experience for conference attendees, so too is it important to ensure that the speakers, sponsors and vendors at these event also have a positive experience.  These guidelines are intended to provide a framework for ensuring that all participants in a Master Gardener-hosted conference or seminar series have a positive experience.

* Speakers:  One of the reasons that Master Gardener chapters are able to keep costs down at an educational conference or seminar series is because speakers are willing to teach at low or no cost to the host organization.  At a minimum, host organizations should make sure that any parking fees are covered for visiting speakers.  In addition, it is hospitable to extend an offer to attend other sessions within the conference, at least on the day that the speaker is teaching.  If the host organization has the financial means to do so, they should consider offering to cover the speakers mileage fees and/or providing a small honorarium.
* Sponsors:  Occasionally, commercial businesses are approached to see if they will contribute funds to sponsor a Master Gardener conference.  In addition, not for profit community partners may choose to sponsor a Master Gardener conference, particularly if there is a shared mission between the organizations.  In the sponsorship agreement, MG chapters should specify how many individuals are invited to attend the conference, for free ~ as a show of appreciation of the sponsor's support.
* Vendors:  Commercial vendors may be asked to pay a fee to sell their goods at a Master Gardener conference.  These folks benefit by being allowed to sell their goods to a targeted audience of gardeners.  However, community partners and non-profits are sometimes asked to pay a fee to staff a table at a Master Gardener conference.  Usually, the folks staffing a table for a non-profit are volunteering their time to extend information on their shared mission, to a Master Gardener audience.  In the vendor agreement, MG chapters should consider specifying how many individuals are invited to attend the conference, for free ~ as a show of appreciation of the partner's support.

 **Appendices**

**Appendix A.1. Sample News Release**

**Appendix A.2.**[**Contract and Reimbursement Agreement.**](http://groups.hort.oregonstate.edu/system/files/AppendixA2Contract_and_Reimbursement_Agreement.docx)

Your County Office Heading

**With logos for OSU Extension Logo and Master Gardener Program**

**Master Gardener™ Program**

**OSU Extension Service/XXXX County Master Gardner**

**Contract and Reimbursement Agreement**

Yes, I want to become a trained OSU/XXXX County Extension Service Volunteer Master Gardener (MG), and I shall attend the full series of classes, complete the final examination and agree to the following:

If I must drop out of the class for any reason after the second week or don’t pay back the 66 hours of volunteer time, I shall reimburse the OSU/XXXX County Extension Service at the rate of $40 per week of classes attended or $400 for the entire course.

I shall volunteer 66 hours of my time in volunteer service sharing and using this training. I realize that I shall not be a certified Master Gardener until I have finished a 40 hour apprenticeship of the on-the-job training, and then I shall serve 26 additional hours as a Certified Master Gardener. All 66 total hours must be completed by the first anniversary (April 20XX) of my anticipated graduation from the Master Gardener Training session.

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Deadline: Day of week, Month Date, Year**

We will endeavor to provide public accessibility to services, programs and activities for people with disabilities. If accommodation is needed to participate at any meeting, please contact the ADA Coordinator at the XXXX County office of OSU Extension Service at XXX-XXX-XXX at least two-weeks prior to the scheduled meeting time.

Oregon State University Extension Service offers educational programs, activities, and materials—*without discrimination based on race, color, religion, sex, sexual orientation, national origin, age, marital status*—as required by Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973. Oregon State University Extension Service is an Equal Opportunity Employer.

**Appendix A.5. Volunteer Injury Coverage (VIC).**

Current copy is available: <http://extension.oregonstate.edu/mg/forms>

Note: Please check the following website for updated form each year:

<http://risk.oregonstate.edu/forms/VolunteerService.pdf>

**Appendix A.1. Sample News Release about OSU Master Gardener Program.**Please modify this press release to meet the specific needs in your county.

Your County Office Heading

**With logos for OSU Extension Logo and Master Gardener Program**

**FOR IMMEDIATE RELEASE**

CONTACT: OSU/XXX COUNTY EXTENSION SERVICE (Contact Person) phone #

Date: Month, Day, Year

OSU/XXXX County Extension Service Master Gardener Program

Now is the time to apply for the OSU/XXXX County Extension Service Master Gardener Program, one of the most population volunteer programs in Oregon. Applications are available online at (URL) or from the XXXX County Extension office. Applications are due back to the XXXX Extension office by TIME on Month, Day, Year. Volunteers receive XX hours of intensive gardening education in exchange for XX hours of volunteer time.

The Master Gardener curriculum provides the volunteer with information and references on subjects such as botany, soil management, integrated pest management, and more. Upon completion of the course, Master Gardeners volunteer their time as an Extension educator, in coordination with plans developed by Extension Faculty. Community needs as well as the capabilities of the individual Master Gardener determine how this is best accomplished. Master Gardeners conduct garden clinics, teach basic gardening classes, with 4-H and school groups and answer questions about all aspects of home gardening.

Commercial growers and those not able to serve as a Master Gardener volunteer are invited to apply for the program, as well. There will be an additional cost to those who complete the course, but are not able to volunteer their time.

For more information, contact the OSU/XXXX County Extension Service office at Phone #, or stop by the office at address.

We endeavor to provide public accessibility to services, programs and activities for people with disabilities. If accommodation is needed to participate in a service, program or activity, please contact the ADA Coordinator at the XX County Extension office at Phone # at least two weeks prior to the scheduled event.

Oregon State University Extension Service prohibits discrimination in all its programs, services, activities, and materials on the basis of race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, familial/parental status, income derived from a public assistance program, political beliefs, genetic information, veteran’s status, reprisal or retaliation for prior civil rights activity. (Not all prohibited bases apply to all programs.)

**Appendix A.2. Sample Master Gardener Volunteer Application.**Please modify this application to meet the specific needs in your county.

Your County Office Heading

With logos for OSU Extension Logo and Master Gardener Program

MASTER GARDENER™ APPLICATION

Applications Due by: *Month, Date Year*

Name (please type or print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mailing Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   Zip: \_\_\_\_\_\_\_\_\_   Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cell Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Select one option below and check the appropriate box.**

* I want to take the Master Gardener course of instruction AND volunteer the *XX* hours required by my county Extension office, en route to becoming a certified OSU Extension Master Gardener. The cost of this option is *$XXX*, and includes the Master Gardener Handbook. I agree to pay *XX* County Extension *$XXX* if I do not satisfy my volunteer commitment, within 1 year of completing the course.
* I want to take the Master Gardener course of instruction and NOT volunteer any time for a cost of *$XXX*. This fee includes the Master Gardener Handbook, and does not require a volunteer commitment.

**Please briefly answer the questions that follow.**

How did you learn of the Master Gardener™ Program?

How many years of gardening experience do you have?

Please list any specialized garden-related training you have received.

Please list volunteer activities in which you have participated within the last five years.

Please list one personal reference, include address and phone number.

Please list general days and times that you know you will ***not be available***for volunteer service (vacation, job, and other regular commitments).

The following information is required on federal reports and affects funding. Ethnic data is required for institutional compliance with the Civil Rights Act of 1964. Please check the appropriate boxes.

*I certify that all the*information*given in this*application is true*, accurate and complete, to the best of my knowledge.*

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_      Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Complete this application form and return it, by **DATE**, to: *ADDRESS* or, you may email this form to: *EMAIL*

**A letter of acceptance is required to enter the course as a Master Gardener trainee. Early application is encouraged as space is limited.**

Oregon State University Extension Service prohibits discrimination in all its programs, services, activities, and materials on the basis of race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, familial/parental status, income derived from a public assistance program, political beliefs, genetic information, veteran’s status, reprisal or retaliation for prior civil rights activity. (Not all prohibited bases apply to all programs.)

## Appendix A.3. Sample Master Gardener Interest and Skills Questions

Please modify this application to meet the specific needs in your county. You may want to use this form as an addendum to your Master Gardener Application

Your County Office Heading

With logos for OSU Extension Logo and Master Gardener Program

To give us a sense of your interests in various types of Master Gardener projects and to let us know about specific experiences and skills you could bring to the program, please respond to the sections below.

**What types of projects most interest you as a Master Gardener volunteer?**

*Circle the response each item that most aligns with your interest.*

|  |  |  |  |
| --- | --- | --- | --- |
| ***Most*** | ***Neutral*** | ***Least*** | ***Project Type*** |
| 1 | 2 | 3 | Provide personal consultation for friends or clients on gardening problems. |
| 1 | 2 | 3 | Conduct diagnosis of plant problems at plant clinics and public information booths. |
| 1 | 2 | 3 | Answer direct telephone questions. |
| 1 | 2 | 3 | Research and answer referral telephone questions |
| 1 | 2 | 3 | Develop teaching materials and displays. |
| 1 | 2 | 3 | Assist in community demonstration garden plots and exhibits. |
| 1 | 2 | 3 | Assist in community gardening and environmental horticulture programs. |
| 1 | 2 | 3 | Conduct garden talks and demonstrations to community groups and clubs. |
| 1 | 2 | 3 | Conduct gardening programs with youth through schools or youthorganizations. |
| 1 | 2 | 3 | Write gardening bulletins, newsletters, news columns. |
| 1 | 2 | 3 | Develop gardening information for county web sites. |
| 1 | 2 | 3 | Assist in projects with partner organizations like the local food bank, anursing home, etc. |
| 1 | 2 | 3 | Work on projects focused on environmental stewardship, like rain gardens,Pollinator protection, etc. |
| 1 | 2 | 3 | Coordinate Master Gardener volunteers. |
| 1 | 2 | 3 | Serve in local program leadership role – a committee member, programofficer, etc. |
| 1 | 2 | 3 | Assist diverse and immigrant audiences learn about gardening. |

**What types of audience would you be interested to work with?**

|  |  |  |  |
| --- | --- | --- | --- |
| ***Most*** | ***Neutral*** | ***Least*** | ***Audience*** |
| 1 | 2 | 3 | Children - elementary age |
| 1 | 2 | 3 | Youth - Junior/Senior high School |
| 1 | 2 | 3 | Adults |
| 1 | 2 | 3 | Senior Citizens |
| 1 | 2 | 3 | Physically or mentally handicapped |
| 1 | 2 | 3 | Ethnically Diverse / Immigrants |
| 1 | 2 | 3 | Limited income |

|  |  |
| --- | --- |
| **What experiences and skill do you bring that would be valuable to the MG program?***Check all that apply* | **In what areas do you have the most experience and interest?***Check those that apply* |
| * Computer skills
* Website development
* Artwork, displays
* Photography
* Drawing/illustrating
* Writing/publishing
* Proofreading
* Marketing
* Research/data collection
* Public speaking
* Speak language other than English
* Teaching
* Other:
 | * Annuals
* Perennials
* Roses
* Lawns/turf
* Ornamental grasses
* Native plants
* Vegetables
* Herbs
* Fruit trees
* Berries and grapes
* Trees and shrubs
* Soils
* Composting
* Rain gardens/shoreline
* Insects
* Diseases
* Landscape design
* Water gardens
* Weeds
* Other:
 |

Appendix A.4. Sample Interview Questions

You may modify these questions to meet the specific needs in your county. You may also want to ask prospective trainees to elaborate on their response to a particular question.

IMPORTANT: You must not ask age, marital status, children, race, religion, or sexual orientation. Avoid any personal questions other than those on the interview sheet that are pertinent to the candidate’s gardening experience and ability to participate in the program.

If you are conducting group interviews, with multiple Master Gardener interviewers and multiple Master Gardener applicants, a warm-up activity may help to break the ice. A few ideas for the warm-up:

* Have the new people take five minutes by themselves and find three things they all have in common and one thing about each of them that’s unique. Similarities can be simple things like the same color hair, all wearing corrective lenses, or have dogs as pets, etc. They don’t have to be garden related. After five minutes have the group share what they found out about each other. While they are doing the activity, take the five minutes to discuss how your group will handle the interviews, such as who will go first, rotation of questions, etc.
* Ask participants to share their first garden memory? (Grandmother’s flowers, first vegetable garden, etc.)

If you have more applicants that you can accept into the program, you may find it helpful to rank each applicant’s answer. This may help you choose among multiple applicants.

|  |  |
| --- | --- |
| ***Question*** | ***Ranking****1=unacceptable, 3=acceptable, 5=exceptional* |
| 1. What has been your most memorable, important or unique gardening experience?
 | 1 2 3 4 5 |
| 1. Have you previously had any affiliation with or participated in any OSU Extension programs or activities?
	1. If yes, explain your participation and how/if you benefited from the program.
	2. If no, what, if anything, do you know about OSU Extension and its programming?
 | 1 2 3 4 5 |
| 1. How did you hear about the OSU Extension Master Gardener Program?
 | 1 2 3 4 5 |
| 1. What about the program appeals to you most?
 | 1 2 3 4 5 |
| 1. Are you comfortable answering questions over the phone and in person?
 | 1 2 3 4 5 |
| 1. Occasionally, a caller or visitor to the office makes unreasonable demands on staff or volunteers, or takes up a lot of time just chatting. How would you deal with such a client?
 | 1 2 3 4 5 |
| 1. Will you be able to attend all training sessions?
 | 1 2 3 4 5 |
| 1. Will you be able to complete your *XX* hours of service by the end of October?
 | 1 2 3 4 5 |
| 1. A client comes into the Master Gardener Plant clinic for advice on a plant problem that clearly requires a pesticide in order to save the plant. The client is not willing to sacrifice the plant, and is looking to you for advice. How do you feel about recommending pesticides to clients?
 | 1 2 3 4 5 |
| 1. What kind of experience have you had working with and/or instructing diverse groups of people? Here, diversity can refer to diverse learning styles, personalities, ages, career and educational backgrounds, ethnicities and heritage, etc.
 | 1 2 3 4 5 |

Overall applicant ranking: 1 2 3 4 5

Comments: (for more space, continue on back)

## Appendix A.5. Sample Acceptance Letter

Your County Office Heading

With logos for OSU Extension Logo and Master Gardener Program

Date

Dear \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,

I am pleased to inform you that you have been accepted into the (year) OSU Extension Master GardenerTM training class in \_\_\_\_\_\_\_\_\_ County. Training begins (day, date, time) at (location). A map to (location) is enclosed.

If you wish to review the Master Gardener Training Handbook before the first class, you may pick up a copy at the Extension office during regular business hours. Otherwise, handbooks will be distributed on the first day of class.

Congratulations on your acceptance as an OSU Extension Master Gardener trainee! I hope you are looking forward to the learning opportunities and experiences that lie ahead.

Sincerely,

## ****Appendix A.6.**** [Sample Rejection Letter](http://groups.hort.oregonstate.edu/system/files/Sample_Rejection_Letter.docx)****.****

Your County Office Heading

**With logos for OSU Extension Logo and Master Gardener Program**

Date

Dear \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,

I regret to inform you that we were not able to accept you into this year’s OSU Extension Master GardenerTM training class in \_\_\_\_\_\_\_\_\_ County. There were many more applicants than we are able to accommodate at this time. The caliber of all of the applicants was very high, and it was a difficult task to determine who the participants would be.

Your application will be kept on file, and you will be notified when we are ready to recruit for our next training session. The earliest possible training date will be one year from now.

Thank you for your interest in the OSU Extension Master Gardener Program. I look forward to your possible participation in our program in the future.

Sincerely,

**Appendix B.16.**[**Copy of Recertification Exam**](http://groups.hort.oregonstate.edu/system/files/Copy_of_Recertification_Exam.docx)**.**This is a copy of the Master Gardener recertification test that was used in 2007 by Columbia County Program staff.

*To be able to work a clinic table at Spring Fair, tests need to be returned to the Extension office in hard or electronic copy (chip.bubl@oregonstate.edu)****by April 18th****. You can turn them in later for summer/fall clinics or phone duty.*

1. A client comes in asking for a soil test. What questions might you ask them to find out if a soil test is needed?

2. Name an abiotic problem you have experienced in your garden this past year or two over which you had some control. What did you or could you have done?

3. How would you know whether 300 pounds of fresh chicken manure would provide enough nitrogen for a 1200 square foot garden? Show your math and assumptions (like how much actual N is in fresh chicken manure and how much actual N is needed for the plot in question).

4. What is the most common reason raspberry plantings die in western Oregon? What are the most important cultural methods could be used to reduce the chance of them dying?

5. Name four reasons that carrots might not produce good quality roots.

6. What above-ground symptoms might a conifer dying from a root disease show? Describe the progression of the symptoms.

7. How much rain do we get (on average) in the months of July and August (note your location if not St. Helens/Scappoose)? How much water does the average garden or lawn use in those months?

8. Briefly compare and contrast the two kinds of termites we have in Columbia County. What are appropriate management strategies for them?

9. Cherry leaves are brought in that show somewhat circular holes in the leaves. What caused those holes, how serious are they and how could they be prevented?

10. A house was built on a parcel of land that had been previously covered with brush. The land was cleared and prepared for building. Once the house was occupied and the owners planted their landscape, many of the plants put in failed to thrive (in fact, many died). Why might this happen? What options do they have to develop a landscape?

11. How are seedlings that will be transplanted “hardened off” before planting them outside?

12. Why is particle size important in a compost pile?

13. What are some important differences in how sandy soils and clay loam soils are managed for vegetable production?

14. Describe briefly the steps needed to create a new garden bed.

15. Compare and contrast the symptoms of bacterial, fungal and viral plant diseases?

16. List five cultural weed control techniques you use in your garden.

17. Why should you always store pesticides in their original containers?

18. Name three soft-bodied insects found on plants in homes and greenhouses. Describe how they can be managed.

19. How does powdery mildew affect grape plants?

20. What management techniques/tools are appropriate for the home gardener?

21. Bronze birch borer is a relatively new pest for the area. Describe the damage and list some possible approaches the homeowner might use to grow birch trees.

Oregon State University Columbia County Extension Service

**Appendix B.18.**[**Re-Application/Transfer Form**](http://groups.hort.oregonstate.edu/system/files/Re-Application_Transfer_Form.docx)

Your County Office Heading

**With logos for OSU Extension Logo and Master Gardener Program**

**Master Gardener™ Program**

**OSU Extension Service/XXXX County Master Gardner**

**Reapplication/Transfer form**

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ State \_\_\_\_\_\_\_\_\_\_\_\_\_   Zip\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   Fax \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Emergency contact Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone \_\_\_\_\_\_\_\_\_\_\_\_ Relationship\_\_\_\_\_\_\_\_\_\_\_\_\_

Year you took MG training \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Where\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Years of Gardening Experience \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please list any specialized garden related training you have received: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Do you need any special accommodations in order to participate in training or other program activities? \_\_\_\_\_

If yes, what? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Do you require handicapped parking? \_\_\_\_\_

Which of the following activities/programs are your interested in?

\_\_\_ Recertification classes held weekdays \_\_\_ Weekend Recertification Classes

\_\_\_ Open book recertification test

\_\_\_ Do you have an OSU Extension Master Gardner Program badge?

\_\_\_ Please order me a MG Program badge ($10.00) the badge will be mailed to as soon as your check is received.

Please list the Extension Agent/Coordinator of Master Gardner Program that supervised your training.

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ State \_\_\_\_\_\_\_\_\_\_\_\_\_   Zip\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   Fax \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Ask applicants to list skills and 2 – 3 references you can contact.

We will endeavor to provide public accessibility to services, programs and activities for people with disabilities. If accommodation is needed to participate at any meeting, please contact the ADA Coordinator at the XXXX County office of OSU Extension Service at XXX-XXX-XXX at least two-weeks prior to the scheduled meeting time.

Oregon State University Extension Service offers educational programs, activities, and materials—*without discrimination based on race, color, religion, sex, sexual orientation, national origin, age, marital status*—as required by Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973. Oregon State University Extension Service is an Equal Opportunity Employer.

**Appendix B.21.**[**Master Gardener Agreement Template - Garden Project/Demo Garden**](http://groups.hort.oregonstate.edu/system/files/Master%20Gardener%20Agreement%20Template%20-%20Garden%20Project-Demo%20Garden.docx)**.**

A template agreement that can be used as a starting point for agreements with landholders who own non-OSU property used for demonstration, learning, community gardens where official OSU Extension MG activities occur on a regular basis.  This form is not for gardens where MGs go to do a one time educational or outreach program, but is instead for gardens where MGs conduct regular programs or perform regular volunteer service.

The steps to using this form would be to:

1. fill out the highlighted sections, as they apply to your county,
2. take out the Statutory Authority, if it is not an intergovernmental agency agreement,
3. send to the PACS office (<http://pacs.oregonstate.edu/>) for review and signatures.

**AGREEMENT**

**FOR A DEMONSTRATION GARDEN PROJECT**

This agreement, hereinafter referred to as “Agreement”, is made and entered into by and between\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [“OWNER”](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#owner)\*, and the State of Oregon acting by and through the State Board of Higher Education on behalf of Oregon State University for its \_\_\_\_\_\_\_\_\_\_\_ Master Gardener Program, herein referred to as “OSU”.

[**1. STATUTORY AUTHORITY**](http://horticulture.oregonstate.edu/content/master-gardener-coordinators-manual#non_govermental_agreement)\*\*

    a. In accordance with and pursuant to the provisions of ORS Chapter 190, entitled “INTERGOVERNMENTAL COOPERATION”, OWNER is authorized to jointly provide for the performance of a function or activity in cooperation with a “unit of local government” that includes a commission or other governmental authority in Oregon. By acceptance of this Agreement, OSU certifies that it meets the above criteria for eligibility for such cooperation with OWNER.

    b. As a result of the Agreement and pursuant to ORS 190.030, any unit of local government, consolidated department, intergovernmental entity or administrative officers designated herein to perform specified functions or activities is vested with all powers, rights and duties relating to those functions and activities that are vested by law in each separate party to the Agreement, its officers and agencies.

**2. RECTIAL**

    a. OWNER owns property located at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_; and,

    b. OSU desires to use the property to create a demonstration garden that will be used for educational purposes.

**3. COOPERATIVE SERVICES TO BE SHARED**

    a.  OWNER agrees as follows:

         1) To allow the program to use and modify the specified property.

         2) To provide locate services for utilities upon request.

         3) To provide water and electricity for gardening activities.

         4) To provide assistance to ensure the success of the program.

         5) OWNER reserves the right to control access to property.

    b.  OSU agrees as follows:

         1)  Act as lead agency for implementing the program.

         2) Carry out tasks. Specifically OSU shall:

             A) Provide personnel to implement and operate the program.

             B) Prepare all program materials and supplies.

             C) Promote the program to the community in the county.

             D) Keep said property in an aesthetically pleasing and litter free state.

             E) Identify adequate funding for sustainability of program.

             F) Provide an annual report on the program to OWNER.

             G) Should OSU wish to discontinue the program it agrees to return the property to a condition acceptable to OWNER.

**4. APPORTIONMENT FOR FUNDING**

    a. OWNER shall not require any payment from OSU for the use of the property or water or electricity.

    b. OSU shall not require any payment from OWNER for the program.

**5. INSURANCE**

If either Party is not self-insured, then it shall maintain adequate and appropriate types of insurance coverage in amounts no less than state law requires for workers’ compensation, comprehensive general liability covering both bodily injury and property damage, and automobile liability covering both bodily injury and property damage.

OWNER, its subcontractors, if any, and all employers working under this Agreement are subject employers under the Oregon Workers’ Compensation Law and shall comply with ORS 656.017, which requires them to provide workers’ compensation coverage for all their subject workers.

**6. LIMITATIONS OF LIABILITY**

All Parties agree that each Party shall not be subject to claim, action, or liability arising in any manner whatsoever out of any act or omission, interruption or cessation of services by the other Party under this Agreement. Each Party shall not be liable or responsible for any direct, indirect special or consequential damages sustained by the other Party to this Agreement, including, but not limited to, delay, or interruption of business activities that may result in any manner whatsoever from any act or omission, interruption, or cessation of services.

**7. INDEMNIFICATION**

Subject to the limitations and conditions of the Oregon Tort Claims Act, ORS 030.260 through 030.300, and Article XI, -Section 7 of the Oregon Constitution, each Party to this Agreement shall be solely responsible for its own actions and /or failure to act and shall indemnify and hold the other Party harmless from any liability, cost or damage arising therefrom. Provided, however, that neither Party shall be required to indemnify the others for any claim, loss or liability arising solely out of the wrongful act of the others officers, employees or agents. The provisions of this paragraph shall survive the expiration or sooner termination of this Agreement

**8. TERM OF AGREEMENT**

The term of this Agreement shall become effective upon the date with this Agreement is fully executed by all Parties and shall continue in full force until \_\_\_\_\_\_\_\_\_\_\_\_\_\_ or until earlier terminated as provided herein. The Agreement may be amended in writing to extend the term for \_\_ (\_) additional \_\_\_ (\_) year periods upon both parties when agreed to and signed by both parties.

**9. TERMINATION**

    a. Mutual Consent. This Agreement may be terminated at any time by mutual consent of both Parties.

    b. Parties’ Convenience. This Agreement may be terminated at any time by either Party upon 90 days’ notice in writing and delivered by certified mail or in person.

    c. For Cause. Either Party may terminate or modify this Agreement, in whole or in part, effective upon delivery or written notice to the other Party, or at such later date as may be established by either Party, under any of the following conditions:

        1) If OWNER funding is insufficient to allow for the provision of services required.

        2) If federal, state or local laws or guidelines are modified, changed, or interpreted in such a way that the services are no longer allowable or appropriate or eligible for use of OWNER funds.

       3) If any license or certificate required by law or regulation to be held by either Party to provide the services required by this Agreement is for any reason denied, revoked, suspended, or not renewed.

   d. For Default or Breach.

       1)   Either OWNER or OSU may terminate this Agreement in the event of a breach of the Agreement by the other. Prior to such termination the Party seeking termination shall give to the other Party written notice of the breach and intent to terminate. If the Party committing the breach has not entirely cured the breach within 30 days of the date of notice, or within such other period as the Party giving the notice may authorize or require, then the Agreement may be terminated at any time thereafter by a written notice of termination by the Party giving notice.

       2)   Waiver of any breach of any term or condition of this Agreement shall not be deemed a waiver of any prior of subsequent breach. No term shall be waived or deleted except in writing signed in advance by the Parties.

**10. CONSTRUCTION, MODIFICATION OF THIS AGREEMENT**

      a. This Agreement shall be construed and enforced in accordance with the laws of the State of Oregon.

      b. Subcontracts and Assignment; Successors in Interest: Parties shall not enter into any subcontracts for any of the work required by the Agreement, or assign or transfer any of its interest in this Agreement, without prior written consent of the other. The provisions of this Agreement shall be binding upon and shall inure to the benefit of the Parties hereto, and their respective successors and assigns, if any.

      c. No Third Party Beneficiaries: OWNER and OSU are the only Parties to this Agreement and are the only Parties involved entitled to enforce its terms. Nothing in this Agreement gives, is intended to give, or shall be construed to give or provide, any benefit or right, whether directly, indirectly or otherwise, to third persons unless such third persons are individually identified by name herein and expressly described as intended beneficiaries of the terms of this Agreement.

      d. OWNER has assigned \_\_\_\_\_\_\_\_\_\_\_\_\_\_, OWNER’s \_\_\_\_\_\_\_\_\_\_\_, as its Contract Manager. OSU has assigned\_\_\_\_\_\_\_\_\_\_, together with the Office of Business Services, as its Contract Manager. The governing bodies of OSU and OWNER may designate successor Contract Managers, at any time in each of their sole discretion. All notices required or convenient to be given under this Agreement shall be given, in writing, or by e-mail, by the Contract Manager, directed to the other Contract Manager at the addresses indicated, below:

For OSU

Department Contact                       with a copy to            Office of Business Services

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_                                                         644 SW 13th Street

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_                                                         Corvallis, Oregon 97333

For OWNER

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

THIS AGREEMENT CONTAINS THE ENTIRE AGREEMENT BETWEEN THE PARTIES HERETO AND SUPERSEDES ANY AND ALL PRIOR EXPRESS AND/OR IMPLIED STATEMENTS, NEGOTIATIONS AND/OR AGREEMENTS BETWEEN THE PARTIES, EITHER ORAL OR WRITTEN, AND MAY NOT BE AMENDED, CHANGED OR MODIFIED IN ANY WAY, EXCEPT BY WRITTEN AGREEMENT SIGNED BY ALL PARTIES HERETO.

IN WITNESS WHEREOF, the Parties hereby enter into this Agreement.

Each Party, by signature below of its authorized representative, hereby acknowledges that it has read this Agreement, understands it, and agrees to be bound by its terms and conditions. Each person signing this Agreement represents and warrants having authority to execute this Agreement.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_                                            THE STATE OF OREGON

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_                                            ACTING BY AND THROUGH

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_                                            THE STATE BOARD OF HIGHER

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_                                            EDUCATION ON BEHALF OF

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_                                            OREGON STATE UNIVERSITY AND ITS

                                                                                  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_                               \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

By:                               date                              By: Tamara J. Bronson date

Its:                                                                    Its: Procurement & Contracts Supervisor

  \*Can replace OWNER with the name of Agency and replace throughout the document.

  \*\*This would need to be changed if it wasn’t an intergovernmental agreement.