

WASHINGTON STATE UNIVERSITY EXTENSION

# Master Gardener Program Handbook



*Statewide Policies and Procedures for  
Program Coordinators and Volunteer Leaders*



Master Gardener Program

WASHINGTON STATE UNIVERSITY  
EXTENSION

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## FOREWORD

The Washington State University Extension Master Gardener Program is a nationally and internationally acclaimed volunteer program that is modeled throughout the United States and in other countries around the world. WSU is proud to have been the founder of this highly respected program in 1973 that is paramount to land-grant university missions throughout the United States. Master Gardeners are the face and voice of WSU in our local communities, sharing their knowledge, gained through formal training, with their neighbors and fellow residents of our state. Their charge is to provide research-based information about gardening, environmental stewardship, and horticulture to individuals and communities throughout the state of Washington.

In this handbook, you will find formal state policies and procedures for WSU Extension staff, faculty, and volunteers who may be in leadership roles. In addition, this handbook is designed to provide support for volunteers by addressing their most frequently asked questions. Both the purpose and the mission of the WSU Extension Master Gardener Program are also clearly outlined here.

We value our Master Gardener volunteers as partners in extending WSU outreach to our communities, as well as in supporting WSU in its land-grant mission. I am privileged to work with the dedicated faculty, staff and volunteers who are a part of this exemplary program.



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**WSU Extension Master Gardener Program: Volunteer Community Educators—  
*Cultivating plants, people, and communities since 1973.***

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## CHAPTER 1: Washington State University Extension

### **Mission Statement, Vision, and Purpose**

Washington State University (WSU) Extension brings the knowledge of Washington State's land-grant university to local citizens in their own communities. Each WSU Extension office works in partnership with each Washington county and/or Tribal Government to help individuals and communities thrive.

The mission of WSU Extension is to engage people, organizations, and communities to advance knowledge, economic well-being, and quality of life by fostering inquiry, learning, and the application of research.

Extension's close relationships within communities allow us to deliver personalized education that challenges and inspires individuals to achieve their highest goals. As part of WSU, we:

- Work in partnership with communities to identify issues that university research and knowledge bases can address.
- Provide unbiased, research-based information that gives people the knowledge to improve their health and livelihoods.
- Deliver educational programs that are adapted to the critical needs in the community.
- Enable community members to come to WSU directly with their issues.
- Leverage human and capital resources through partnerships in order to act on critical issues.

### **Funding Sources**

- Washington State University
- County government, as determined by county commissioners and council members
- The United States Department of Agriculture through the National Institute of Food and Agriculture (USDA-NIFA)
- Grants and contracts from both the public and private sectors
- Fees for service
- Donor gifts and bequests

## CHAPTER 2: Washington State University Extension Master Gardener Program

**Background** The Master Gardener (MG) title was derived from Germany’s “gartenmeisters,” who were highly respected horticulturists in their communities. That is the legacy to which WSU Extension and Master Gardeners must aspire.

The MG program started when WSU Extension faculty in King and Pierce Counties began training volunteers to serve as WSU Extension MGs in January of 1973. Little did they realize they would launch an entire “Master Gardener Movement” that would spread across the nation and overseas.

The WSU Extension MG program slogan is “Volunteer Community Educators—cultivating plants, people, and communities since 1973.”

**Vision and Purpose** The WSU Extension MG program is the nation’s leading MG program, supported at the state and local levels, that trains volunteers to be effective community educators in gardening and environmental stewardship.

The purpose of the program is to help WSU Extension reach state residents with research-based information. Volunteers are trained by WSU faculty and staff to be community educators about issues of importance in their local communities that enhance natural resources, sustain communities, and improve the health and wellness of Washington residents.

**Organizational Structure** Leadership for the WSU Extension MG program is provided by the WSU Extension MG Program Leader in cooperation with the County Master Gardener Coordinators and an advisory board as needed.

WSU Extension offices supervise and support MG volunteers in various ways, depending on available resources. One or more of the following may provide leadership for local MG programs:

- County Extension Director—leadership and supervision of all faculty and staff in the Extension office;
- County Extension Educator—leadership for educational program(s) and supervision of the county staff and volunteers related to each program;
- Local Program Coordinator—coordination and management of a specific program and its volunteers. The title “program coordinator” is used to mean anyone who coordinates a local MG program. All faculty, staff, or volunteers charged with program leadership may be referred to as program coordinators.

Volunteers in some counties have formed MG organizations called foundations or associations to work in partnership with the WSU Extension MG program. For more information about MG organizations that partner with the WSU Extension MG program, refer to Chapter 6: Master Gardener Foundations of Washington State and Counties.

## Program Essentials

**Addressing Critical Issues.** As a public good supported by taxpayers, MG projects must be relevant to the larger issues facing society—protecting environmental quality, ending hunger, building strong and safe neighborhoods, and growing healthy children.

**Meeting Educational Needs.** When considering any new project, MG program staff and volunteers should consider **why** they are doing the project, **what** people will learn, and **how** the project will be evaluated for success.

**Serving Diverse Audiences.** Because our communities represent a diverse population, so should our programs and staff. The land-grant university system was built on the principle that all people should have access to education. MGs must continue the land-grant university tradition by ensuring that community education and the people who deliver it are available and applicable to all residents.

**Publicizing Success.** WSU Extension and MG volunteers must let the residents, decision-makers, businesses, and university communities of Washington State know about the positive value of the work they do by illustrating its relevance to public goals.

Successful applicants to the WSU Extension MG program:

- Meet the minimum age requirement of 18 years old.
- Have a strong volunteer ethic and interest in gardening. Gardening experience is desirable but not required.
- Commit to participate in the WSU Extension MG Online Basic Training course and to complete the final exam with a minimum score of 80% and all quizzes with an overall average score of at least 80%.
- Are available to perform volunteer work at times needed by the local WSU Extension MG program.
- Agree to donate a state minimum of 40 hours plus additional volunteer hours required by the local WSU Extension MG program.
- Agree to document volunteer hours each month.
- Meet requirements for recertification every year, for as long as they wish to remain a WSU Master Gardener.

## CHAPTER 3: Master Gardener Application, Training, Certification, and Recertification

### The Application and Enrollment Process

WSU Extension offices in the county should have the following information for people applying to our WSU MG Program:

- Basic training schedule and location;
- Online or printed WSU MG application;
- Criminal history disclosure form; and
- Deadline for accepting new applicants to the MG Program.

### Basic Training

WSU Extension MG basic training consists of an online curriculum combined with face-to-face classes. Specific classes cover topics such as:

- plant science (botany);
- soils and soil amendments;
- insect, disease, and weed management;
- sustainable garden management;
- integrated pest management;
- pesticide safety; and
- plant problem diagnosis.

These are then applied to specific plant systems such as lawns, landscape trees and shrubs, perennials, vegetables, and fruits.

A combination of online sessions, live lectures, hands-on activities, field trips, and experiential learning methods are used during the training sessions. The exact teaching format will vary by county, depending on the available resources and instructors.

Volunteers must apply and be fully enrolled in their county's WSU Extension MG program prior to the start of basic training. A county-specific MG tuition fee and a separate WSU online registration and training fee are necessary for program support, but no successful applicants to the WSU Extension MG program will be excluded because they cannot afford program fees. The WSU Extension faculty or staff member supervising the local program will make the determination of financial need.

Volunteers are expected to participate in all online and classroom training sessions because each one delivers a great deal of information. The training is intended to familiarize volunteers with reference material and other resources available from WSU. Students are **not** expected to memorize the information, but **to learn research skills and where to find information.**

In many counties, experienced Master Gardeners mentor new trainees as needed. Mentors assist new volunteers throughout training and as they start MG volunteer work. This "mentor option" may not be available in all counties. (See Appendix B: WSU Extension Master Gardener Mentor Job Description.)



**Internship** After completing the WSU Extension MG basic training course, applicants must complete a volunteer internship for a county-specific number of volunteer hours within a prescribed timeframe. The statewide minimum volunteer internship is 40 hours to be completed within a year after completing basic training. Some counties require additional volunteer hours. Most of that time will be spent in educational outreach activities such as staffing plant clinics and information booths, or giving presentations, tours, and demonstrations. The county Extension educator or local program coordinator must approve volunteer projects.

**Certification** Upon completion of the basic training, passing the final exam with a minimum score of 80%, passing all the quizzes with an overall average of 80%, and completing the volunteer internship, individuals become certified WSU Extension Master Gardeners, and receive a WSU Extension MG name badge and a certificate of completion. WSU Extension MG name badges may be ordered from A-Z Engraving at [www.badgesplus.com](http://www.badgesplus.com).

The completion certificates may be downloaded and printed from WSU Extension Publications: <https://pubs.wsu.edu/ItemDetail.aspx?ProductID=13178&SeriesCode=&CategoryID=216&Keyword>.

**Retaining Certification** Automatic certification in the WSU Extension MG program does not carry forward from year to year. Local program coordinators must prepare and send reapplication or update forms to veterans every year before volunteer activities begin.

Minimum requirements for recertification are:

- Volunteering 25 hours of approved community service;
- Acquiring 10 hours of continuing education credits; and
- Documenting volunteer hours each month.
- Additional trainings as required, such as “Put the Child First.”

Local WSU Extension Master Gardener Program Coordinators may have additional requirements.

**Continuing Education (also called Advanced Education)** There is a minimum state requirement for veteran volunteers to acquire 10 hours of continuing education per year to qualify for recertification. The purpose of obtaining continuing education hours is to improve a volunteer’s knowledge and skill base for performing work as a community educator in horticulture and environmental stewardship.

What qualifies for Continuing Education?

- Horticultural courses given by WSU, including re-taking of some MG basic training sessions.
- Webinars, field trips, and workshops sponsored by Extension.
- Classes offered by accredited institutions: community colleges, technical colleges, and universities.
- WA State Department of Agriculture-approved pesticide or pesticide alternative classes.

- Classes taught by professional associations such as WA State Nursery and Landscape Association, WA Association of Landscape Professionals, International Society of Arboriculture, etc.
- Time spent doing research preparing a MG presentation which is then delivered to the community (research-time limit of 4 times the length of the presentation).
- Time spent doing research for a newspaper or MG newsletter article which is then published (limit of 4 hours).
- Other activities, including training on presentation skills, meeting facilitation, or how programs are planned, delivered, or evaluated, etc., may qualify. Program coordinators must pre-approve these for continuing education credit.

What does not qualify?

- Food preservation or preparation classes
- Personal trips and tours not pre-approved by program coordinators
- Garden craft or photography classes
- Personal research or reading not related to a specific MG project
- Travel time to and from events, unless approved by program coordinators

## CHAPTER 4: Master Gardener Volunteer Program Policies and Procedures

### Civil Rights Policies

#### ***Non-Discrimination Policy***

WSU Extension programs and policies are consistent with federal and state laws, regulations, and applicable executive orders regarding civil rights, equal opportunity, and affirmative action. WSU prohibits discrimination on the basis of race; sex; religion; age; color; creed; national or ethnic origin; physical, mental, or sensory disability; marital status; sexual orientation; or status as a Vietnam-era or disabled veteran in employment or in any program or activity. Concerns and evidence of non-compliance may be reported to one's local WSU Extension office or the Washington State University Center for Human Rights on the WSU Pullman campus at (509) 335-8288 or [www.chr.wsu.edu](http://www.chr.wsu.edu).

This policy will be communicated to the public through all appropriate WSU Extension public information channels, in mediums that reach persons hearing- or sight-impaired, when necessary to ensure total understanding.

WSU Extension will take specific action to reach out in positive ways to persons who are underrepresented in Extension programs and activities, and to increase diversity in employment. This policy will be demonstrated to persons through all reasonable efforts.

It is also the policy of WSU Extension not to participate in any public meeting, nor to provide services, nor to use the facilities of organizations in which persons are excluded because of their race, color, religion, sex, national origin, age, or handicap.

*Because WSU Extension receives both federal and state funds, WSU MG Volunteers may be required to participate in the collection of contact information to verify lawful compliance with affirmative action laws.*

#### ***Assessing Needs***

Balanced participation, or parity, occurs when the ethnicity, race, gender, age, religion, and economic characteristics of participants across our portfolio of programs are representative of the county population as a whole. A successful Extension program has balanced participation. Documentation of ethnic groups participating in Extension programs is required. This data portrays how closely Master Gardener Programs are to balanced participation.

#### ***Reasonable Accommodation***

Federal law provides that programs and facilities must be accessible. The federal regulations state: "...shall provide auxiliary aids to persons with impaired sensory, manual, or speaking skills, where necessary to afford such persons an equal opportunity to benefit from the services." Workplaces and facilities used to deliver Extension Programs are required by law to be accessible to people in wheelchairs. Notice of whom to contact to request reasonable accommodation should be printed on all MG Program materials.

All WSU Extension Master Gardener materials publicizing public or volunteer events, including any event that is cosponsored with a Master Gardener Foundation, must include the following reasonable accommodation language.

You must use **ONE** of the two example statements listed below to meet the WSU *Civil Rights Policies and Procedures* (<http://bfo.cahe.wsu.edu/personnel/civilrights/>) notification efforts:

*Persons with disabilities who require alternative means for communication or program information or reasonable accommodation need to contact [name of contact] at [address, telephone number, e-mail address] at least two weeks prior to the event.*

**OR**

*Reasonable accommodations will be made for persons with disabilities and special needs who contact [name of contact] at [address, telephone number, e-mail address] at least two weeks prior to the event.*

All Extension material must also include the non-discrimination statement. The statement of non-discrimination is an additional, separate statement which **must also be included** on all printed and web-based material. Use the following statement to meet the public notification efforts:

*WSU Extension programs and employment are available to all without discrimination. Evidence of noncompliance may be reported through your local WSU Extension Office.*

### **Notifying the Public**

Offering a blend of programs to match audience needs, and delivering those programs at times and locations that are suitable for potential clientele are critical ingredients to achieving parity. However, it is also necessary that the target audience is aware of the program opportunities and that they feel welcome.

### **Communicating Policies**

Equal opportunity and access policies are stated on all of our published documents (printed or otherwise) and all of our official correspondence including emails. In most cases, this communication is accomplished by attaching a statement in the footer of our letterhead or on the publication information page for other documents. These statements can be found at <http://bfo.cahe.wsu.edu/personnel/civilrights/>.

For long term publications such as bulletins and newsletters where space is not extremely limited, use Public Statement #1.

### Publication Statement #1.

*WSU Extension programs and policies are consistent with federal and state laws and regulations on nondiscrimination regarding race, sex, religion, age, color, creed, national or ethnic origin; physical, mental, or sensory disability; marital status, sexual orientation, or status as a Vietnam-era or disabled veteran. Evidence of noncompliance may be reported through your local WSU Extension office.*

Where space is limited or materials are used on a short-term basis, such as letters and new releases, or as a signature line on emails, use Public Statement #2.

Publication Statement #2.

*Extension programs and employment are available to all without discrimination. Evidence of noncompliance may be reported through your local Extension Office.*

**Public Display**

The non-discrimination poster “And Justice for All” is to be prominently displayed in all offices permanently used by the WSU Extension in serving the public. Copies may be downloaded from the USDA/CSREES web page: <http://www.fns.usda.gov/cr/justice.htm>.

**Separation of Church and State**

The first amendment of the United States’ Constitution requires governmental neutrality with regard to religion. Government is restricted to secular purposes and must neither advance nor inhibit religion. Further, Washington State law mandates that all institutions supported by state funds be free of sectarian control or influence.

WSU Extension, as an agency of government, is obligated to uphold this constitutional principle. Volunteer groups such as Master Gardeners work under the direct sponsorship of WSU Extension and thus are similarly obligated. Extension events may be held in sectarian facilities provided that attendance is open to persons of all beliefs.

**Record Keeping**

Records must be maintained for a variety of purposes related to civil rights compliance. The County Civil Rights Checklist and Filing Guide shows the type of documents county offices should keep (<http://bfo.cahe.wsu.edu/personnel/civilrights/County%20Civil%20Rights%20Checklist%20and%20Filing%20Guide.htm>). Electronic copies are acceptable.

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Adapted from:  
WSU Civil Rights Policies and Procedures, November 2007.

**Lobbying Activities  
and WSU Volunteers**

**Activities Permitted**

WSU volunteers (when representing WSU) are permitted to provide factual information to public officials or answer questions from the public if it is in their area of training or it is a core component of that volunteer program.

**Activities Not Permitted**

WSU volunteers (when representing WSU) are not permitted to: Promote, or encourage others to promote, state funding proposals that are not official budget requests of Washington State University; or Lobby for or against legislation, unless authorized by the University to represent these issues, including voter initiatives, referendums and other ballot measures.

These restrictions apply to telephone calls, electronic mail, letters, in-person conversations, and other forms of communication with legislators and the public.

### **Activities Forbidden**

WSU volunteers (when representing WSU) are forbidden from using University time or resources to engage in partisan political activity. See *WSU Business Policies & Procedures Manual* section 60.90. State law also forbids volunteers who are representing WSU from campaigning for or against a ballot measure, except to comment on direct impacts to University programs (RCW 42.52.180).

In many cases, it is not legal for state employees or WSU volunteers (as representatives of WSU) to encourage other people and constituencies to contact legislators.

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Adapted from:

*Washington State University Business Policies and Procedures Manual* ([http://public.wsu.edu/~forms/HTML/BPPM/01.01\\_Table\\_of\\_Contents.htm](http://public.wsu.edu/~forms/HTML/BPPM/01.01_Table_of_Contents.htm))

### **Answering Questions**

MG Volunteers are limited to giving advice to home gardeners. Questions concerning commercial crop and nursery production, municipal parks and trees, pesticide regulation, or human health and food safety/preservation topics should be referred to a WSU Extension educator.

**Legal opinions.** Volunteers are not authorized to provide legal opinions. When asked about a legal opinion or decision, one suggested response is, "As WSU volunteers, we give general gardening advice. We cannot provide legal advice." Another suggested response regarding pesticides and their use is, "Washington State Department of Agriculture is the legal authority in Washington for pesticides. We cannot provide legal advice."

**Pest management recommendations.** When asked for pest management recommendations, WSU Extension MGs are required to provide an integrated pest management approach which includes information about cultural, mechanical, biological, and chemical methods. Recommendations must be made from home and garden sections of relevant current WSU publications or other WSU-approved materials (<http://mastergardener.wsu.edu/approved-references-for-pest-management-recommendations>). **Following these guidelines is essential for compliance with WSU liability coverage.** WSU will provide defense and indemnification for MG pest management recommendations only if MGs follow published WSU-approved recommendations for home garden use.

**Problem diagnosis.** When diagnosing plant problems, volunteers should use language such as, "The problem seems to be caused by..." or, "It appears that a cause of this problem may be..." Supporting documents or publications may be included. Avoid making definitive statements such as, "This is clearly herbicide damage," or, "I'm sure this was caused by a chemical spray."

**Product or service endorsement.** MGs shall not endorse any particular product, business, or service. MGs should mention a product by its

chemical name and then include products from several companies to clarify the recommendation. For example, if recommending an insecticidal soap, say “Insecticidal soaps are registered to control this pest. They are found in products such as Nature Guard or Safers Insecticidal Soap, as well as other products.” Or, if recommending an herbicide, say, “Glyphosate is labeled for this weed. It can be found in products such as Roundup or Kleenup, as well as other products.” Make clear that you are not endorsing any particular product.

**Marijuana Policy.** Although Initiative 502 has passed, making marijuana use and possession legal under certain circumstances in Washington, federal law still considers the growing and possession of marijuana illegal. This means that our personnel must refrain from being in possession of the plant for plant diagnostic purposes and shall avoid consulting visits to grow sites and other educational efforts that directly support the cultivation and management of cannabis. The policy stated below remains in effect as long as the possession and cultivation of cannabis remains a violation of federal law. Failure to adhere to federal law could place our federal formula funds for Extension at risk, as well as exposing our personnel to federal prosecution.

The current WSU Extension policy on cannabis is as follows:

***WSU Extension personnel (and volunteers) shall not provide diagnostic services or advice/information on the cultivation of cannabis. Until there is reconciliation of both federal and state law on the legality of this crop, we will not engage in any Extension or outreach activity to support the cultivation or management of this crop. This applies to any cannabis grower, whether licensed for medical marijuana or not.***

***Mushrooms. It is our strict policy never to identify mushrooms for edibility. Instead, we note the ways that mushrooms either cause problems for or assist gardeners.***

## **Code of Conduct**

As a WSU Extension Master Gardener, volunteers will:

- Represent WSU Extension with dignity and pride.
- Respect all persons with whom they interact as a WSU Extension MG (fellow volunteers, Extension and other county personnel, and the general public).
- Conduct themselves in a courteous, respectful manner and refrain from profanity, harassment, disruptive behavior, or abuse of any kind.
- Provide a positive role model when working with youth.
- Respect and follow WSU, county, and program policies and guidelines.
- Comply with equal employment opportunity and nondiscrimination laws.
- Refrain from using alcohol and other drugs in an illegal or inappropriate manner.
- Participate as team members within the WSU Extension MG program.

MGs are representatives of WSU Extension and should dress in an appropriate and professional manner. This includes **always wearing one’s name badge when serving as a WSU volunteer.**

Clothes should be suitable for the activity or location. "Office casual" is appropriate for speaking engagements, indoor plant clinics, and schools. Gardening work clothes are appropriate for demo gardens and some outdoor events.

## **Pet Policy**

**Policy on Non-WSU Facilities.** In situations where animals are allowed on the premises or at events, Master Gardeners should respectfully consider the perspectives of others. Members of the public and/or fellow Master Gardener volunteers may have allergies to, and/or not feel comfortable around, certain animals. In situations where animals are allowed, please use good judgment and check with the event coordinator if you have questions regarding bringing an animal to an event.

**Policy on WSU-Owned Facilities.** Section WAC 504-36-020 of the Washington Administrative Code governs the control of animals and pets on property owned or controlled by Washington State University.

1. This section does not apply to animals owned by the university or under its care, custody, and/or control.
2. Subsections (3) and (8) of this section do not apply to trained guide dogs or service animals that are being used by persons with disability.
3. Animals are not permitted in university buildings, except in facilities that are the site of university-authorized events, such as stock shows, horse shows, parades, or demonstrations at sporting events, where the animals are participants in said events, or as allowed by university housing policies. The vice president for business and finance, the president, the chancellor of a branch campus, or such other person as the president may designate, may waive this subsection for guide dogs in training or service animals in training, provided that such animals are present on campus with trainers or handlers who have a demonstrated history of training such animals.
4. Animals are not permitted on university property unless under immediate control of their keeper, except as otherwise allowed under this rule. "Keeper" includes an owner, handler, trainer, or any person responsible for the control of an animal. "Under control" means the restraint of an animal by means of a leash or other device that physically restrains the animal to the keeper's immediate proximity. An animal which is otherwise securely confined while in or upon any motor vehicle, including a trailer, is deemed to be under control.
5. The requirement that animals be under immediate control of their keeper does not apply to:
  - a. A dog being exercised in any area designated by the university as leash optional;
  - b. A dog undergoing training at a certified dog obedience class on the university campus and authorized by the dean of the college of veterinary medicine, the vice president for business and finance, the president, or the president's designee;
  - c. A dog while being exhibited in an organized dog show on university property;



- d. A dog trained to aid law enforcement officers while being used for law enforcement purposes or during demonstrations to illustrate the dog's capabilities;
  - f. A dog trained and under the control of a university farm manager to aid farm managers while moving or handling livestock; and
  - g. An animal participating in a university-authorized event, such as a stock show, horse show, parade, extension or outreach event, or demonstrations at a sporting, teaching, or agricultural event.
6. Any stray dog or other animal that is running loose on university property is subject to impound by local authorities in accordance with the municipal or county ordinances that apply to each campus.
  7. The keeper of any animal must remove for disposal any fecal matter deposited by the animal on university premises before the keeper leaves the area where the matter was deposited. This requirement does not apply to an individual who, by reason of disability, is unable to comply, or to individuals bringing animals to university-authorized events where arrangements have been made for the removal of fecal matter.
  8. The vice president for business and finance, the president, the chancellor of a branch campus, or such other person as designated by the president, may designate areas on a campus otherwise open to the public as restricted from access by dogs or other animals even when under the control of their keepers for safety reasons or where the presence of dogs or other animals conflicts with the educational or research missions of the university.

**Liability and  
Workers'  
Compensation  
Insurance  
Coverage and  
Exclusions**

Liability coverage is an insurance policy that protects an individual or entity against personal financial risk when a claimant sues that person or entity, alleging that the person or entity is at legal fault for an injury and, therefore, subject to monetary penalties known as damages.

WSU volunteers are unpaid agents of WSU. WSU and its officers, employees, and agents, while acting in good faith within the scope of their official WSU duties (see below), are covered by the State of Washington Self-Insurance Program and the Tort Claims Act (RCW 4.92.060 et seq.). State statute provides that the state may provide a defense and indemnification (payment of legal costs, settlements, and/or judgments) for any agent of WSU, including a volunteer, against whom claims are filed. Defense and indemnification at WSU is subject to approval by the WSU Board of Regents. The requirements for acting in the official capacity of a WSU volunteer (and therefore, being covered by WSU liability insurance) are:

- Current enrollment in the WSU Extension MG program;
- Compliance with WSU Extension MG guidelines, WSU policies, and the law;
- Engagement in activities that are planned, approved, and carried out through WSU Extension; and
- Reporting of dates and times of WSU Extension volunteer activities on a monthly basis.

Defense and indemnification are available to volunteers acting within the scope of their duties.

Defense and indemnification are *not* available to volunteers in the following situations:

- Committing an act with the willful intention of causing injury or harm or committing an act reckless or malicious in nature;
- Committing an action in willful violation of the law or WSU regulations/policy; and/or
- Committing an action while under the influence of alcohol or a controlled substance.

### ***Workers' Compensation Coverage for Injury***

Volunteers currently enrolled in the WSU Extension MG program, while acting in good faith within the scope of their official WSU duties (see above), are covered under the WSU workers' compensation coverage through the Department of Labor and Industries (L&I) for injuries/illness resulting from their volunteered activities. L&I coverage may include hospital, physician's care, prescriptions, ambulance, and other associated costs. Loss of income is not covered.

For more information about Workers' Compensation Coverage contact WSU CAHNRS HR Unit at (509) 335-2822 or (509) 335-2839, or visit [http://www.wsu.edu/manuals\\_forms/PDF/SPPM/2-30.pdf](http://www.wsu.edu/manuals_forms/PDF/SPPM/2-30.pdf).

Please see Appendix G for information on how to report a Master Gardener injury. Note that all MG injuries must be reported within 24 hours of the accident.

### ***Liability Waiver for non-WSU Volunteers***

This "assumption of risk" form is to be used whenever WSU Extension MGs have non-WSU volunteers helping at a Master Gardener event or activity. It is not for clientele who are attending an event. It is for people who are helping MGs at an event, such as family members or friends who are helping MGs set up a fair booth, work in a demo garden, lead a tour, etc. (See Appendix E—WSU Extension Master Gardener Program Liability Waiver.)

Although the warnings may seem strong, in order to have a valid assumption of risk, the person signing must know the risks they are assuming.

Note: **No current authorized WSU volunteer or employee should sign this Liability Waiver**—it is not appropriate for anyone who would be covered by Labor and Industries, and signing it could put WSU in violation of that statute.

The Liability Waiver form is also located on the Master Gardener Program Management website: <http://mastergardener.wsu.edu/staff-and-volunteers/tools-for-program-management/>.

### ***Independent Activities Not Covered***

Although foundations, associations, and other MG organizations are valued partners and support groups for WSU Extension programs, they are legally independent of WSU Extension. Therefore, WSU is not responsible for their activities, except for those activities approved by, and for the benefit of, the WSU Extension MG program.

Thus, when an individual is involved in an activity exclusively sponsored by a non-WSU organization (that is, without the review and approval of authorized WSU Extension staff and/or not carried out through Extension), they are not covered by WSU liability or WSU workers' compensation insurance.

### **Master Gardener Logos**

The two images below are the official WSU Extension MG logos. The image on the left is representative of county-specific programs, while the image on the right represents the statewide program. Both may be used on posters, brochures, and apparel. Either one can be used, but must not be changed from this format.



**Master Gardener Program**

WASHINGTON STATE UNIVERSITY  
EXTENSION



Clark County

**Master Gardener Program**

WASHINGTON STATE UNIVERSITY  
EXTENSION

No other representations may be used for the organization or its units. For more information, go to the Master Gardener Program Management website: <http://mastergardener.wsu.edu>.

To download a copy of the logo, visit <http://ext100.wsu.edu/identity/mg/>. Please contact Gerald Steffen at [gsteffen@wsu.edu](mailto:gsteffen@wsu.edu) for information on proper logo usage.

### **Master Gardener Titles**

The correct title for a volunteer in this program is “*Washington State University Extension Master Gardener*.” The title “*Washington State University [County Name] Master Gardener*” may also be used. This title is to be used only for volunteers who are certified in the WSU Extension MG program and performing unpaid educational and public service as an active MG. Specific MG designations change as volunteers move through the program.

- A *Master Gardener Trainee* is someone attending the basic training course for the first time.
- A *Master Gardener Intern* is a trainee who successfully completes training and starts volunteering.
- A *Certified Master Gardener* has completed all requirements for certification by WSU Extension, as outlined in this handbook.
- An *Emeritus Master Gardener* is no longer able to fully meet the volunteer service requirement for annual recertification but continues to donate at least 1 hour of volunteer service per year to retain liability coverage. Emeritus MGs are required to stay current with their program by submitting a reapplication each year and by participating in required

special trainings such as “Put the Child First.” They are also required to attend 5 hours of CE each year to maintain Emeritus status. Exceptions may be made at the discretion of the MG Program Coordinator in that county. Additional county-specific requirements may apply. Emeritus status can only be granted by local WSU Extension MG program coordinators. General guidelines for emeritus status include: 1) a minimum of 500 hours of volunteer service; 2) 10 years of volunteer service; or 3) exemplary service to the WSU Extension MG program. Other county-specific stipulations may also be required.

- An *Alumnus Master Gardener* no longer participates in the WSU Extension MG program, and as such, has no annual service requirement and is not covered under WSU liability insurance.

### ***Use of Master Gardener Title***

WSU Extension MGs should wear their name badges whenever they are engaged in MG activities. They should not wear or use the MG title to endorse a product or place of business.

Volunteers may list their WSU Extension MG training and experience as qualifications when applying for a job. However, they may not give the appearance of being a WSU Extension MG at their place of employment.

Likewise, when volunteering in MG activities, volunteers may not wear apparel imprinted with nursery or garden center logos, or with lawn and garden service or other gardening business-related trademarks.

## **Memoranda of Agreement and Contracts**

When WSU Extension is working with an external organization (non-profit or otherwise), a written agreement is needed if goods and services are exchanged, which would include the use of land, facilities, meeting space, office equipment, etc., by either party. Generally, there are four circumstances that will require a formal written agreement if MGs undertake an activity (see 1–4, below).

1. **Use of WSU or state property.** Memorandum of Agreement (MOA) between WSU Extension and another organization (including non-profits), such as an MOA between an Extension office and a county MG foundation. This is initiated by WSU Extension when WSU Extension will be providing use of meeting space, office equipment, storage space, or other goods and services in return for financial and other support from the non-profit or other organization. The MOA is necessary when using state resources on a regular basis or if there is an exchange of services that needs to be recorded in some manner. An example of this kind of agreement is the *Master Gardener MOA Template* on the WSU Contracts webpage at <http://contracts.wsu.edu/forms.html>.
2. **Long term facility or land use.** MOA between entities for long-term land or facility use, such as between two or more entities for (A) using land for a demonstration garden or, (B) a greenhouse for growing plants. These documents define who is responsible for providing services, utilities, payments, liability, etc., and provide assurance for accessing the land or facility. Examples of these agreements are (A) the *Master Gardener MOA Template—Demonstration*

Garden and (B) the Facilities Use *General Template—(Long-term or Recurring Use)*, even if rent is free. Both are found on the WSU Contracts webpage at <http://contracts.wsu.edu/forms.html>.

3. **Short term events.** Facility Use Agreement for short term events, such as between two or more entities for a one-day tour, a one-time event, or a multi-day conference. Usually restaurants, libraries, and schools do not require this type of agreement, but other property/facility owners do. An example of this agreement is the *Facility Use General Template—(Short-Term)* on the WSU Contracts webpage at <http://contracts.wsu.edu/forms.html>.
4. **Short term land use.** Right of Access for land use that is short term. This form is to be used when accessing someone's private property for a specific, short-term or one-time purpose. An example would be an agreement for accessing someone's property for a plant ID tour. An example of this agreement is the *Right of Access Agreement (Template)* on the WSU Contracts webpage at <http://contracts.wsu.edu/forms.html>.

Complete the forms that best fit your project. **Also complete the required cover page (Appendix D) and email both documents to Sharron Cunningham in the CAHNRS Business and Finance Office, [sharron.cunningham@wsu.edu](mailto:sharron.cunningham@wsu.edu) who will process the agreement and obtain proper and authorized signatures.** If you have any questions or need specific help, contact Sharron Cunningham at [sharron.cunningham@wsu.edu](mailto:sharron.cunningham@wsu.edu) or (509) 335-2153.

## Photo Release

All photographers taking photographs intended for use in any WSU publication of a marketing or a public relations nature (newsletters, brochures, view books, promotional items, or other such material) must obtain a signed release form from anyone who is visibly recognizable in the photograph. Pictures of crowd scenes taken in a public location where no single person is the dominant feature are exempt.

Releases also must be obtained for photographs posted on the Internet. These rules do not affect photographs taken of news events (for journalistic use), but photos originally taken for news purposes require a release for reuse in marketing materials.

The photo release (Appendix F) is also included in the MG application form, so if volunteers sign it when applying to the Master Gardener Volunteer Program, it is not necessary for them to sign it each time their picture appears in materials. Similarly, the photo release is not photo-specific; it is person-specific and applies to any photo in which the person is recognizable.

## Problem Behavior in Volunteers

Despite your best efforts to be clear about your expectations of volunteers, there will occasionally be individuals who, for one or more reasons, become a problem to you and/or others in the organization. It is important to address the problem behavior before it becomes more serious. Hoping it won't really matter or that it will stop on its own rarely works. The damage that a "problem" volunteer can cause gets worse if it is not handled in a timely and professional manner.

Before meeting with the volunteer to discuss the problem, it is necessary for you to be able to explain the following:

- The problem behavior;
- How the behavior affects other volunteers;
- How the behavior is affecting or could potentially affect the MG program; and
- How the behavior affects you.

Addressing the volunteer:

- Arrange time to discuss the problem behavior with the volunteer in private.
- Explain clearly the problem behavior, as outlined above.
- Ask if there are causes for the behavior such as the volunteer misunderstanding your expectations or experiencing some undue stress that affects how he/she interacts with others.
- Engage in mutual problem solving.
- Agree on corrective action and document the date(s) of your meeting(s) and the agreement reached between you and the volunteer.
- Follow-up to see if behavior has improved.
  - ✓ If it has, thank the volunteer for improvement.
  - ✓ If it hasn't, consider termination procedures.

No doubt this process seems uncomfortable and time consuming; however, not addressing the behavior will make the situation worse and the actions to terminate the volunteer's services to the WSU MG Program will be much more difficult.

### ***Terminating a Volunteer's Service***

On rare occasions it will be necessary to ask a volunteer to leave the WSU MG Program. This is never a pleasant situation, but if addressing a volunteer's problem behavior (see above) does not result in a positive change, then terminating a volunteer's services is warranted. Before the termination meeting, prepare a written document listing the dates and outcomes of meetings you have had with the volunteer to address the problem behavior. At the termination meeting, stay calm and professional, and say only what needs to be said. Follow these steps:

- Have a witness present.
- Give the written document to the volunteer.
- State clearly the reasons for the termination.
- Retrieve any necessary materials.
- Escort the volunteer from the building.

## **Reimbursement for Expenses**

When giving a presentation for a group, it is permissible to accept payment to one's local MG program. Volunteers may ask for reimbursement of travel costs or supplies if the supplies are used in projects that the audience takes with them. However, it is inappropriate to accept personal pay for speaking engagements while using the title of WSU Master Gardener.

WSU Extension MGs may teach community education classes for which a fee is charged when this fee covers actual class expenses or is applied fully to the WSU Extension MG program.

When volunteers cease active participation (annual recertification) in the WSU Extension MG program, they may not accept compensation for teaching or giving presentations using the title of WSU Extension Master Gardener.

### **Transferring from Another County or State**

Certified MG volunteers who change residence from one county or state to another and want to continue in the MG program may be asked by the local program coordinator to do one or more of the following:

- Obtain a letter of reference from the MG program coordinator in the previous county of residence.
- Attend an orientation session to understand local program policies, activities, commitments, etc.
- Attend certain or all classes, depending on how different the climate and conditions in the new location are from the previous place of residence.

Master Gardeners transferring from another state are required to enroll in the WSU online training.

If the transferring volunteer has been inactive in their other program for more than one year, the reapplication policy applies. (See Reapplying After Extended Leave.)

### **Volunteer Hours**

County programs in Washington offer a variety of ways to fulfill volunteer requirements for WSU MG certification. The opportunities are based on issues of importance in local communities.

WSU Extension, through the local MG program coordinator and/or Extension educator, plans volunteer projects and activities to meet educational needs in the community. County faculty or staff may limit the number of hours in certain categories that can count for certification.

**Recording Hours.** WSU and the State of Washington have very specific requirements for volunteers. These are outlined below.

- Washington State University considers volunteers to be unpaid employees of the university performing assigned/authorized duties for WSU without pay.
- The State of Washington stipulates that volunteers must be covered by workers' compensation insurance. This insurance covers medical expenses at 100% but does not cover wage loss. International activities are also not covered.

In order to provide workers' compensation insurance, WSU must provide an accurate accounting of the time volunteers are engaged in volunteer activities for the university. It is not appropriate to estimate hours. Actual hours must be reported for each volunteer, monthly.

Please see Appendix G for instructions on reporting a Master Gardener injury. Note that all MG injuries must be reported within 24 hours of the accident.

**Levels of Access.** There are various roles within the reporting system that allow different levels of access to information.

- *Administrators*—can add new administrators and program coordinators. Can view reports at the state level.
- *Program Coordinators*—can add new volunteers and new program coordinators in their programs. Can add or edit volunteer hours. Can view reports at the county level. Can send messages to all volunteers in the county.
- *Volunteers*—can add their own volunteer data. Can view their own records for as long as they are in an Extension volunteer program.
- *All roles*—can update their own personal information.

The Volunteer Hours Database is located at <http://ext.wsu.edu/Volunteers/logon.aspx>.

### ***Examples of Volunteers Hours***

**Answer/Plant Clinic.** Staffing sites where public can get information from MGs about horticulture, gardening practices, and plant problem diagnosis. MG contact with the public may be face-to-face or by telephone or email.

**Demonstration Gardens.** Creation and maintenance of gardens used for teaching about plant selection and maintenance and sustainable gardening practices. Preparing educational materials to be used in demo gardens including fact sheets, plant lists, and plant/garden labels and signs; production of vegetables and other plants to demonstrate gardening techniques and to donate to food banks and other community food programs.

Note: Some activities are not appropriate for certification or recertification; examples include: maintenance of Extension building landscapes or parks, community gardens, or other grounds when no educational component is involved.

**Community Gardens.** Teaching/demonstrating gardening techniques or helping to develop new community gardens. Maintenance of community gardens when no educational component is involved may not be counted as volunteer hours for MG certification or recertification.

**Youth Outreach.** Participation in educational programs with youth audiences including school gardens, community gardens, Junior MG programs, classroom activities and lessons, and age-appropriate curriculum development.

**Stormwater Education.** Participation in teaching and demonstration of rain gardens or other gardening techniques for conservation/water quality purposes.

**Other Educational Delivery.** Participation in educational projects that don't fit into the other categories listed here, including horticulture



therapy programs for gardeners with limited physical or mental abilities, native plant identification and use, reduction of invasive species, presentations, workshops, garden tours, writing articles (if approved by program coordinator), compost education, etc.

Research for articles and preparation for teaching a class is not part of educational delivery. Program coordinators may allow reporting of research time in continuing education or program support.

**Program Support.** Activities approved by your program coordinator that don't result in education, but support the MG program such as helping with administrative work, office clean-up, fundraising events, attendance at planning meetings, etc. Program coordinators may limit the number of program support hours that qualify for certification or recertification purposes. Volunteers who join a local **Master Gardener Foundation** or **Association** may be required to donate volunteer hours to that organization. It is up to the WSU Extension educator or program coordinator in that county to determine and specify how many of these hours may qualify toward certification or recertification hours.

### **Withdrawal or Leave of Absence**

To cease active participation or withdraw from the program, volunteers must notify the program coordinator in writing. After withdrawal, volunteers may not represent themselves as WSU MGs. However, WSU Extension MGs with emeritus or alumnus status may represent themselves as such. (See section: Master Gardener Titles.)

WSU Extension MGs may submit a written request for a leave of absence of no longer than 1 year and remain certified upon return to active participation.

#### ***Reapplying After Extended Leave or Absence***

If volunteers are gone for longer than one year, they need to reapply to their local Extension MG program. WSU Extension MGs must be trained in current and regionally relevant home horticulture information. For this reason, automatic recertification after an absence of longer than one year is not offered.

Re-enrollment in the program, payment of all relevant training fees, participation in training, and fulfillment of requirements for certification are required.

## CHAPTER 5: Fundraising by Master Gardeners for Program Support

There are numerous ways to generate revenue for MG programs, but specific rules and laws govern how funds can be deposited and disbursed. This chapter explains what MG program coordinators, volunteers, and foundation representatives need to know to ensure that federal and Washington State regulations are followed when volunteers raise money or charge fees for program support.

### Revenue Generation Examples

- Annual plant sales, raffles, or auctions
- Fees for services such as classes, workshops, and tours
- Sales of books, publications, and program-related products such as compost bins at MG activities
- Gifts and donations to the state or local MG programs

If your county chooses to deposit funds in a WSU account, the first three bulleted examples above require a workshop, service center, or a 17A development account. The fourth bulleted example requires a 17A development account. Please contact your WSU County Director or the WSU County Fiscal Operations Manager, **Linda Loos**, for assistance or clarification of which account to use.

### Rules and Regulations Related to Fundraising by MGs and MG Associations

Master Gardeners may raise money for program support and that money may be handled through WSU Foundation accounts in the county office or through separate MG foundations or associations.

1. **The WSU Foundation** is an agent of WSU that promotes, accepts, and manages all private gifts and private grants made to WSU. Overseen by a board of trustees and through services provided by the university, the foundation manages all gifts in accordance with the donor's wishes, within applicable state laws.

Every county with a Master Gardener Program has an account at the WSU Foundation called the [Name of County] MG Development Fund. These were set up by a private donor in the mid 1990s. Master Gardeners may raise money and deposit funds or tax exempt gifts into their county's MG 17A development account. No association or local foundation is necessary to administer these accounts. Donation/gift checks must be made out to the WSU Foundation and marked for support of the local county Extension MG program.

For more information, contact the WSU CAHNRS/Extension Office of Alumni and Friends.

2. **Master Gardener associations** are established to financially support the Master Gardener program either within a county or statewide. These associations are independent organizations (not part of WSU) that operate under memoranda of agreement with Washington State University. Fundraising activities of these associations may include receipt of cash or in-kind donations. Often the donor assumes that these donations are tax-exempt. However, an association must meet

specific legal requirements in order to accept tax-exempt gifts. The following is a summary of the different categories of current Master Gardener associations in Washington State. Each has restrictions as to how—or if—it can receive tax-exempt donations.

- a. **Non-Profit Corporation.** This simply means that an association is registered with the Secretary of State as non-profit. However, this does NOT allow the association to solicit or receive tax-exempt donations *unless* one of the following conditions (items b or c) also exists. If the association accepts tax-exempt donations in a manner other than those listed below (items b or c), then the association most likely violates federal laws and/or regulations.
- b. **Dependent Chapters of the Master Gardener Foundation of Washington State (MGFWS).** To check the tax exempt status of a MG organization in Washington, use the links on the Master Gardener Foundation of Washington State webpage: <http://mastergardener.wsu.edu/mgfws/resources/>.
- c. **Independent 501(c)(3) Charitable Organization/Foundation.** Any Master Gardener association that has been designated by the Internal Revenue Service as a 501 (c)(3) charitable organization or foundation can receive tax-exempt gifts and deposit these funds into an account held by the association. Checks must be made payable to the association and not to WSU.

### Receiving Gift Donations to Master Gardener Associations

A donation check must be made out to the proper entity: it should NOT be made out to WSU, WSU Extension, WSU [county name] County Extension, or any other component of WSU. Checks should be made out to the *WSU Foundation* **only if funds are to be deposited within a WSU Foundation account in the county.**

If a Master Gardener association cannot receive a tax-exempt gift because it is not a registered 501(c)(3) organization, the association should immediately inform the donor that their gift is not tax deductible. It is further recommended that the association print this on any receipt issued to a donor. In this case, if the donor wishes to make a tax deductible donation, the donation must be made through the WSU Foundation or through the Master Gardener Foundation of Washington State (for charter/dependent chapters). All donations should be followed by issuance of a receipt.

Donations must be deposited appropriately. Funds should NEVER be deposited into an account held by an individual or organization other than the county Master Gardener association (assuming that the organization is a registered non-profit corporation), the Master Gardener Foundation of Washington State, or the WSU Foundation.

A county Master Gardener association may not accept donations unless the association is a registered Washington non-profit corporation. And, if the gift is to be tax deductible, the gift must be deposited into an account held by a registered 501(c)(3) organization. This can be a county Master Gardener association (if it is appropriately registered as a 501 (c)(3)), the Master Gardener Foundation of Washington State (if the local chapter is a charter/dependent chapter of the MGFWS), or the WSU Foundation.

## CHAPTER 6: Master Gardener Foundation of Washington State and Counties

### **Master Gardener Foundation of Washington State**

The flagship Master Gardener organization in Washington is the Master Gardener Foundation of Washington State. WSU Extension MG volunteers are encouraged to visit their website, <http://mastergardener.wsu.edu/mgfws>, for a more complete view of the organization and related resources.

### **Local Master Gardener Organizations**

Volunteers in some counties have formed MG organizations called foundations or associations to work in partnership with WSU Extension to support its MG program. Such organizations may be formal (incorporated in the state of Washington) or informal (unincorporated). While the ultimate responsibility for the WSU Extension MG program rests with the WSU Extension faculty and staff in each county, these organizations are vital team players, providing much-needed financial and managerial support.

The specific roles and responsibilities that each local MG organization has with the WSU Extension MG program are described in an MOA between that organization and WSU Extension in each county. This guiding document is essential for the clear leadership of WSU Extension MG volunteers and compliance with state ethics laws.

Note: Membership in a MG organization is not required for WSU MG program participation.

## APPENDIX A

### WSU Extension Master Gardener Volunteer Position Description

**Title** WSU Master Gardener Volunteer

**Purpose** To provide public education in gardening and environmental stewardship built on researched-based information from WSU Extension and other universities to address such critical issues as enhancing natural resources and environmental stewardship, sustaining vibrant communities, and improving health and wellness of residents of Washington.

**Nature & Scope** WSU Master Gardener Volunteers make it possible for Extension faculty and staff to reach more people with horticulture programs and home gardening information than would be possible without them.

Trained and certified Master Gardener Volunteers provide educational programs, free advice, and answers to questions on home gardening and landscape maintenance, pest management, composting, and related topics. This is accomplished through various formal and informal activities, including plant clinics, telephone and personal contacts, demonstrations, classes, written material, school programs, demonstration gardens, public meetings, tours, etc.

- Requirements**
- Be able to participate fully in the training program provided for WSU Master Gardener Volunteers.
  - Be willing and able to return a county-specific number of public educational service hours within a predetermined timeframe.
  - Be willing to follow the WSU Master Gardener policies and procedures, including record-keeping requirements and responding to reasonable requests for volunteer services.
  - Be willing to abide by WSU Extension's Pest Management Recommendation Agreement, giving clients a range of possible options, including cultural, mechanical, biological, and chemical controls.
  - Be able to communicate effectively with the public by telephone, personal contact, group contact, or through written language.
  - Have knowledge of and experience or skills in basic gardening or other horticulture-related areas.
  - Be able to work with adults and/or youth, and be willing to share home gardening information with others.

**Supervision** The local Extension staff in charge of a county's WSU Master Gardener program oversees and coordinates the activities of Master Gardener volunteers. In some locations, Master Gardener organizations with an official relationship with WSU Extension assist county staff in program administration.

Printed Name \_\_\_\_\_

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

## APPENDIX B

### WSU Extension Master Gardener Mentor Job Description

**Goal** The goal of the mentor program is to provide a welcoming atmosphere for new Master Gardeners from the time they sign up for the MG classes until they become well established in the program. The mentor's role is to familiarize new MGs with the program and help them feel comfortable as they attend training and begin their volunteer service. The time spent on "mentor work" should be included in your MG Hours Report.

- Duties**
1. Call the assigned mentee(s) as soon as possible. Provide your mentees with your name and phone number so they may contact you if they have any questions. Let them know how training sessions are structured (handouts, announcements, breaks, etc.), and encourage them to bring paper and pen for note-taking. Tell them about the newsletters they will be receiving and what information they contain.
  2. Meet your mentees very soon after the MG classes begin. Perhaps you could have lunch together or arrange to meet during break.
  3. Contact your mentees as classes progress to see how everything is going. Discuss the exams that are required and try to make them less intimidating. Review the opportunities available for volunteer payback time. Let them know they will be teamed up with a veteran MG during their first few clinic assignments or other payback functions. Once again, encourage them to call you if they have any questions.

**Other Options** If your county has a Master Gardener Foundation, call and invite your mentees to the foundation meetings. Let them know you will be there and arrange to meet them, or you may want to pick them up for the first meeting.

Network with other mentors, perhaps getting together to talk gardening with a group of mentors and mentees so the new MGs can widen their circle of MG contacts.

**Note** Mentors are meant to help new trainees smoothly adapt to the program by offering help and support where needed. If there are serious concerns about a mentee, personality conflicts, or other problems, mentors are to pass this information on to the program coordinator. It is not the mentor's duty to get involved in any major conflict resolution or to assist with a mentee's personal problems.

# APPENDIX C

## WSU Extension Master Gardener Program Coordinator Position Description

**Location:** [Name] County

<b>Line of Responsibility</b>	This position reports directly to the WSU Extension educator responsible for the WSU Extension Master Gardener Program in [Name] County.
<b>Position Summary</b>	This WSU Extension Master Gardener position coordinates program planning and volunteer management for [name] County's WSU Extension Master Gardener Program and is responsible for volunteer recruitment, selection, and training, plus coordination of Master Gardener volunteer activities. Finally, this position is responsible for WSU Extension Master Gardener program record-keeping and evaluation, and membership recognition.
<b>Essential Duties and Responsibilities</b>	<ol style="list-style-type: none"><li>1. Work with WSU Extension faculty who have Master Gardener responsibilities to coordinate the basic volunteer training program;</li><li>2. Coordinate the operation of the WSU Extension Master Gardener Diagnostic Clinics in the local county (if applicable);</li><li>3. Schedule, organize, and evaluate educational activities performed by Master Gardener volunteers;</li><li>4. Serve as a liaison between the statewide WSU Extension Master Gardener program and the WSU [Name] County Master Gardener program;</li><li>5. Facilitate communications within the [Name] County Master Gardener program, with the WSU Extension faculty, and (if applicable) with the local Master Gardener Foundation; and</li><li>6. Coordinate new volunteer recruitment efforts and (if applicable) provide guidance to the local Master Gardener Foundation's fundraising efforts to support WSU [Name] County Extension Master Gardener Program.</li></ol>
<b>Auxillary Duties and Responsibilities</b>	<ol style="list-style-type: none"><li>1. Coordinate the formation and function of Master Gardener committees to address the educational needs and essential duties of the WSU [Name] County Extension Master Gardener Program;</li><li>2. Provide guidance, set goals, document outcomes, and evaluate progress of Extension Master Gardener committees;</li><li>3. Coordinate and manage the production of internal communication channels (newsletters, website, etc.) for WSU [Name] County Extension MG volunteers;</li><li>4. Attend meetings and webinars for WSU Extension Master Gardener Program Coordinators and, when feasible, the Annual Master Gardener Advanced Education Conferences in Washington State; and</li><li>5. Abide by the policies and guidelines of WSU Extension while supporting and promoting statewide and county Extension Master Gardener programs.</li></ol>
<b>Working Conditions</b>	Work is generally performed indoors or at training sites and community events. Travel to local events required. Weekend and evening activities may be required.

**APPENDIX D**  
**WSU Contracts Cover Page**

**WSU EXTENSION AGREEMENT  
COVER PAGE**

<b>CONTRACT-INITIATING PARTY</b> Name, Address, Email, Phone Number	
<b>AGENCY (Other Party)</b> Name, Mailing Address	
<b>AGENCY CONTACT</b> Name, Email, Phone Number	
<b>PURPOSE OF AGREEMENT</b>	
<b>AGREEMENT PERIOD</b> Start and End Dates	
<b>DOLLAR AMOUNT</b> To or From University (if applicable)	
<b>WHICH PARTY</b> receives final signed contract?	
<b>EXISTING AGREEMENT</b> (Does this request affect an existing agreement? If so, as an extension, modification or renewal?)	
<b>MISCELLANEOUS NOTES</b>	



## APPENDIX E

# WSU Extension Master Gardener Program Liability Waiver



## Master Gardener Program

WASHINGTON STATE UNIVERSITY  
EXTENSION

### **ASSUMPTION OF RISK**

I understand that there are risks in participating in volunteer activities and educational workshops with the Washington State University (WSU) Extension Master Gardener's Program and Clinics.

In consideration for, and as a condition of being allowed to participate in this voluntary activity, I agree to take full responsibility for any and all risks that exist, including the risk of death or injury or loss or damage to my property. I understand that there may be risks that WSU cannot predict or foresee, and I also assume full responsibility for those risks.

Risks in participating in WSU Extension Master Gardener Program activities include, but are not limited to: temporary or permanent muscle soreness, sprains, strains, cuts, abrasions, bruises, ligament and/or cartilage damage; orthopedic damage; severe head, brain, neck, or spinal injuries; paralysis; loss of use of arms and/or legs; eye damage; disfigurement; and death. I also recognize that there are both foreseeable and unforeseeable risks of injury or death that may occur as a result of traveling to or from WSU Extension Master Gardener activities that cannot be specifically listed. Further, I recognize that the actions of other participants in the activity may cause harm or loss to myself or property.

### **EMERGENCY MEDICAL RELEASE**

In an emergency requiring medical attention or a situation reasonably believed by WSU Extension-authorized agents including Master Gardener staff and volunteers to be an emergency, I authorize WSU and its authorized agents to obtain emergency medical care if I am unable. I will be responsible for any expenses incurred in so doing including, but not limited to, care by health care professionals, hospital care, and ambulance or other services.

I hold harmless and agree to indemnify WSU, its authorized agents and employees, and the staff and volunteers of the WSU Extension Master Gardener Program from decisions to seek emergency treatment.

### **RELEASE OF LIABILITY**

I release the state of Washington, the Regents of WSU, WSU, any subdivision or unit of WSU, its officers, employees/volunteers, and agents, from any and all liability, claims, costs, expenses, injuries and/or losses to person or property, which I may sustain and/or sustain as a result of death or injury,

as a result of, or connected with, participation in the above program and/or event. My participation includes, but is not limited to, travel to and from the event in a private or public vehicle, any activity connected with the program and/or event itself, and use of state equipment or facilities for the program and/or event whether on or off WSU property. I have carefully read this document, understand its contents, and am fully informed about this program and circumstances. I am aware that this document is a contract with WSU and the program sponsors. I enter this contract freely and voluntarily.

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Participant's Full Name (Print)

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Participant's Signature

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Date

**APPENDIX F**  
**WSU Extension Master Gardener Volunteer Photo Release**

**PHOTO RELEASE FORM**

**I hereby grant permission to** Washington State University to use my photographic and/or video likeness taken during any WSU Extension Master Gardener event or anywhere I am representing the WSU Extension Master Gardener Program as a Trainee, Intern, or Certified Master Gardener Volunteer, by any means and without limit for education, demonstration, or promotional purposes. I further understand any picture or video sequence may be used in WSU brochures, publications, or websites.

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Subject Signature Date

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Parent/Guardian Signature (if subject is a minor) Date



**Master Gardener Program**

WASHINGTON STATE UNIVERSITY  
EXTENSION

## APPENDIX G

### WSU Extension Master Gardener Injury Reporting

#### **WHAT TO DO WHEN A WSU MASTER GARDENER VOLUNTEER SUSTAINS A WORKPLACE INJURY**

##### ***\*\*ALL WORKPLACE INJURIES MUST BE REPORTED WITHIN 24 HOURS\*\****

All volunteers working in support of WSU programs are covered by workers' compensation insurance.

Seek medical treatment immediately, if needed, and report all workplace injuries to:

- The WSU Master Gardener Program Coordinator.
- The WSU County Extension Director.
- If you are unable to reach either the Program Coordinator or the Extension Director within one business day of the injury, please contact the CAHNRS HR Unit at (509) 335-2822 or (509) 335-2839.

For injuries that occur over the weekend or after regular business hours (Monday thru Friday, 8:00 AM to 4:30 PM), injuries should be reported to the WSU Master Gardener Program Coordinator the next regular working day after the accident.

Per WSU policy, reportable incidents consist of:

**Injury:** Any wound or damage to the body resulting from an instantaneous event. Examples include, but are not limited to: cuts; bruises; contusions; chipped teeth; amputations; insect bites; electrocutions; burns; sprains; and sprain injuries to muscles, joints, and connective tissues resulting from a slip, trip, or fall.

**Illness:** A condition resulting from chronic exposure to the work environment, academic environment, or both. Examples include, but are not limited to: musculoskeletal disorders (e.g., tendinitis, carpal tunnel syndrome); skin disorders; respiratory conditions; and noise-induced hearing loss.

Reported Master Gardener Volunteer must complete:

1. Report of Industrial Injury or Occupational Disease (only needed if medical treatment was sought): Master Gardener volunteers must request this form from their medical provider at the time of treatment. The form is sent directly to the Department of Labor and Industries from the medical provider.
2. All volunteers need to report their volunteer hours in the Volunteer Database located at <http://ext.wsu.edu/Volunteers/logon.aspx>.
3. Witness/Injured Person Statement (Optional).

Master Gardener Coordinator must complete\*:

1. On-line Incident Report Form within 24 hours and submit the Monthly Volunteer Hours Report.
2. Supervisor's Accident Investigation Report, if one or more of the following are applicable:

- The volunteer receives medical treatment;
- The volunteer is unable to work the next full or subsequent shift(s) as a result of an injury or illness; or
- Events and conditions involving a near miss or minor accident indicate the most likely injury or illness would have been serious.

*\*Note: If you are a Master Gardener Coordinator who is a volunteer, you must work with your County Extension Director to complete and submit the on-line Incident Report Form.*

Prompt reporting eliminates delays in workers' compensation benefits to the volunteer.



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