Welcome!

WSU Clark County Extension and your community thank you for becoming a Master Gardener!

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Erika Johnson
Master Gardener Program Coordinator
erika.d.johnson@wsu.edu
360-397-6060 Ext. 5738

Master Gardener Answer Clinic
360-397-6060 Ext. 5711
MGanswerclinic@clark.wa.gov

Hours of operation:
• Tues & Wed: 10am – 2pm
• Thurs & Fri: 11:30am – 3pm

Cooperating agencies: Washington State University, U.S. Department of Agriculture, and Clark County. Extension programs and employment are available to all without discrimination. Evidence of noncompliance may be reported through your local Extension office.
**Introduction**

**What is a Master Gardener?**

Being a Master Gardener is all about helping people in our community find information and resources they seek regarding residential horticulture. Master Gardeners don’t have all of the answers, but we do know how to find them. What you learn in training will prepare you to ask the right questions, do research, and provide guidance to the home gardener. You will put these skills into practice as you staff the answer clinic or otherwise encounter the public at various Master Gardener events and activities. A complete volunteer position description is available at the end of this handbook.

In this guide you will find information on certification requirements and reporting hours and contacts, as well as approved activities descriptions. The program coordinator sends out weekly email correspondence which includes the latest information on activities which may count toward your service hours.

**Master Gardener Titles**

The correct title for a volunteer in this program is “Washington State University Extension Master Gardener.” The title “Washington State University Clark County 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. Interns must complete 50 hours of volunteer service their first or internship year in the program.

- A Certified Master Gardener (also known as a Veteran) has completed all requirements for certification by WSU Extension, as outlined in this handbook. In order to retain certified status, veteran volunteers must complete 35 hours with the program each year – 10 hours of continuing education and 25 hours of service.

- An Emeritus Master Gardener is someone who is no longer able to fully meet the volunteer service requirements for annual recertification but who continues to dedicate at least 1 hour of volunteer service per year to retain liability coverage. 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.

**Withdrawal/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 Master Gardeners.

Master Gardeners 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 of 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.
Volunteer hours are broadly defined and for the purpose of entering hours in the volunteer database as one of the following three types of activities:

- Answer Clinic
- Program Support
- Continuing Education

**Answer Clinic**

Veteran MGs, known as ACEs (Answer Clinic Enthusiasts), working alongside you will provide an introduction to the space, equipment, and procedures. Don’t worry if it seems overwhelming at first, you will become more comfortable over time.

You will need to sign up in advance for shifts in the answer clinic. Shifts are either 3.5 or 4 hours long (depending on the day). You will answer questions about home gardening from the public, using written resources from the MG library or from our list of on-line resources. All questions — in-person, phone or email — are logged in a database. Phone messages to the MG Answer Clinic voicemail system are also logged and answered by the MG.

ACEs and ACEs-in-training are offered several ACEs-only trainings throughout the year. These events also provide an opportunity for ACEs to come together as a group to build camaraderie and to brainstorm on challenging issues and new horticultural phenomena.

**Program Support**

**Farmers Market:**

Master Gardeners are available on scheduled, designated days at Farmers Markets in Vancouver and Camas. Volunteers are responsible for setting up tables, chairs, canopies, and signage at the market. The shifts are generally 3-4 hours. You will answer questions about home gardening from the public using the resources provided.

**Clark County Fair Booth:**

During the 10 days of the Clark County Fair, MGs answer questions, provide resources, and engage the public with hands-on table-top activities. Shifts are generally 4 – 6 hours. A pass to the fair and a parking pass are provided for volunteers.

**Home & Garden Idea Fair/Recycled Arts Festival/Other Outreach Booth Events:**

MGs provide outreach at the Clark County Home and Garden Idea Fair, the Clark County Recycled Arts Festival, and several other local events. Shifts for these events are generally 3-4 hours.

**Workshop/Event Planning:**

Volunteers work in small teams to generate workshop topics, find presenters, select venues, and serve as facilitators at community presentations on various gardening topics.

**Publicity:**

Write educational articles for local media.

**Newsletter Committee:**

*The Garden News* is distributed quarterly via email to Master Gardeners and community members on our mailing list. Volunteers write articles, take photos, review books, provide recipes, etc. and help design and edit this publication.

**4-H Restorative Community Service Garden (RCS):**

Volunteers work with youth offenders from Clark County Juvenile Court promoting 4-H positive youth development.

**Children’s Garden Education Team:**

Volunteers develop and carry out educational presentations for children in settings including the classroom, school gardens and other venues.

**On-the-Road Tour Team:**

Volunteers participate in committee meetings, plan tours and drive rental mini-vans for MG led tours of area nurseries, greenhouses and garden centers. Tours are generally from 9 a.m. – 4 p.m. on weekdays.

**Community Presentations:**

Volunteers make presentations on various gardening topics to community groups. Topics may be chosen by the group or by the volunteer. The MG office can provide a laptop computer, projector and screen for presentations.
Special Projects:
As community needs are identified, volunteers are sought to take supporting or leadership roles in responding to these requests. Recent examples include working with students on a tree canopy study at their high school, training Clark County staff in starting a garden at the Juvenile Justice Center, supporting community members in bluebird nest box installation and monitoring. If you have ideas that could help improve the program, indicate your interest in doing so to program staff.

CONTINUING EDUCATION
Volunteers may pursue the continuing education opportunities of their choosing as generally approved. Generally approved activities are classes, workshops, presentations, or other horticultural/botanic, garden-related educational events put on by reputable organizations. Some of the activities include: Earth Day functions, Master Gardener training classes, NatureScaping workshops or WSU Extension workshops. Please contact the volunteer coordinator if you are unsure if an opportunity you have in mind qualifies for Continuing Education credit.

MASTER GARDENER FOUNDATION
The Master Gardener Foundation of Clark County is a 501(c)(3) nonprofit organization dedicated to fundraising efforts to help perpetuate the WSU Master Gardener Program and award horticulture education grants that preserve or enhance our environment.

Heritage Farm Greenhouse and Plant Sale:
Volunteers pot plants, dig donated plants, grow seedlings and set up for the annual MG Foundation Plant sale held in May each year. Greenhouse work parties are generally on Wednesdays at 9 a.m.

Home and Garden Idea Fair Plant Sale:
Volunteers work the plant holding area at the Clark Public Utilities Home & Garden Idea Fair.

MG Foundation Board of Directors:
Volunteer for a position on the MG Foundation board of directors. Attend MG Foundation board meetings and other committee meetings as assigned. Board of Director volunteers must be MG Foundation members to assume a position.

MG Foundation Meetings:
One hour of the monthly Foundation Meeting (the presentation) counts for continuing education.

First Tuesday of each month – 7 p.m.
The CASEE Center
11104 NE 149th Street
Brush Prairie, WA 98606
Master Gardeners must record their service hours – volunteer and continuing education – and contacts in the WSU on-line volunteer database immediately following the activity, or at least within a week of its completion.

Volunteer service hours are collected by county and state program staff for use in demonstrating program value. And this data must also be recorded in order for volunteers to be covered by WSU’s liability insurance. No Master Gardener may participate in the program without recording this information.

Volunteer contact information (gender and ethnicity) is collected and summarized in order to meet federal and state accountability requirements. Contacts should include those with whom you have made direct contact, such as answering a question or teaching in a workshop. Do not include Extension employees. If you cannot confirm gender, make a reasonable guess. If you cannot confirm race, make a reasonable guess. If you cannot tell, report as white. While this system is not perfect, you are asked to do the best you can.

WSU has a volunteer database where volunteers log and can track hours and contacts. The tutorial below will get you started. If you do not have access to a computer, please make arrangements with the program coordinator for an alternate option for recording this data.

You may include:
- Persons who represent business, agencies or institutions which you serve or which contribute to your programs.
- Personal face-to-face contacts made in your office; business or home visits; committee meetings (non-
- Extension participants); conferences; and consultation.
- Audiences when you presented material. If you did not present material, do not report contacts except those significant, face-to-face interactions which you may have with other attendees. ‘Significant’ means that you have directly engaged with a person regarding Extension interests.
- Newsletters sent to controlled mailing lists for which you have identified ethnic and gender characteristics.
- Telephone or mail contacts in which the person’s ethnicity and gender are known or can be reasonably assumed.

You may not include:
- Extension employees… unless they have legitimate gardening questions and need MG help.
- Mail contacts where the ethnic or gender characteristics are unknown.
- Mass media contacts e.g. radio, television, newspaper, magazine.
- Form letters, meeting notices.
- Number of bulletins distributed.
- Fair gate numbers.
- Contacts made while working (for pay) at a nursery, garden center or other place of business.

Report your hours and contacts at https://volunteers.cahnrs.wsu.edu/logon.aspx

**User ID:** your email address

**Password:** password!
How Submit Your Hours & Contacts — Tutorial

WSU houses a volunteer database where volunteers log and track volunteer hours and contacts where we can log and keep track of our volunteer hours and contacts. The tutorial (below) will get your started.

If you do not have a computer please make arrangements with the program coordinator for an alternate option for reporting this data. You can use a computer at Heritage Farm when you are working the answer clinic.

You will need a computer (PC or Mac) with internet connection and a web browsing program such as Firefox, Internet Explorer, Safari, Chrome, etc.

**STEP 1:** With your computer operating and connected to the internet... open your web browser program.

In the web address input field (green circle #1) type the following web address to access the web site:

https://volunteers.cahnrs.wsu.edu/logon.aspx

Then click > RETURN on your keyboard to go to the hours reporting web page called **WSU Volunteer Database**. The page returned to you should look like what you see in Figure 1.

Enter your **User Name** and **Password** where indicated (green arrow #2). If you do not know your **User Name** and **Password**, contact the MG program coordinator for assistance. [The default username is (your email address) and the default password is (password!)]

Once you enter your **User Name** and **Password** select > **Log In** (green circle #3).

**STEP 2:** You will now see the screen as in Figure 2.

In the large white area in the middle of the page, the first line of text confirms that you are logged in (however the email address will be YOUR address not what you see in this example). The second line of text tells you to select ‘Volunteers’ from the side navigation bar.

So click > **Volunteers** (small green circle) in Figure 2.

Continued on next page >>
STEP 3: You will now see the screen as in Figure 3. Since you have logged in to report your volunteer activity, select > **Enter Activity** (green circle) from the side navigation bar. **OR...** Select the word link > **Enter Activity** (shown in red) in the table in the main white area. Both options take you to the next step.

STEP 4: You will now see the screen as in Figure 4a. This is the **Enter Activity** page (green arrow #1).

In the large white central area of the page, if the items called **Program County**, **Program & Location of Activity** are not already filled in as you see them in Figure 4a, then use their drop-down menu functions to select the choices you see in our sample (Clark, Master Gardeners & Clark).

For the item called **Select an Activity** (green circle #2), use the drop-down function to select the activity for which you will be entering hours & contacts. In the example, I am entering my time for working in the Heritage Farm Answer Clinic. If you are uncertain which category suits your activity, contact the MG program coordinator for guidance.

Select the **Month** (green arrow #3), **Day** (green arrow #4), **Start & Stop Time** (green arrow #5), and type in all of the appropriate **Contacts Data** (green arrow #6). You’ll notice that below the contact data entry fields the **Combined Total** will remain 0. It will show the combined total once you save your information.

If all of your information for this activity is correct, click > **Save** (green circle #7).

Your information will process for a few seconds, then you will probably see the message window shown in yellow in Figure 4b. It is informing you that your data was accepted, and that you can make another activity entry, log out, or choose a different option from the left navigation bar.

If you are done, simply click > **Logout** (green arrow #8). (You may log out at any time no matter where you are in the web site.)

If you’d like to do anything besides logging out, click the **X** to close the message box (green circle). You can enter another activity as you just did in steps 2&3. If you want to be sure your information is all in order you can select > **View/Edit Activity** from the left navigation bar (green arrow #9).
STEP 5: If you have selected View/Edit Activity you will now see the screen as in Figure 5.

In the large white central area, you’ll see a list of all the activities you’ve entered to date.

Select a year (green arrow #1) to review. If you want to check to be sure all of the data you just entered for the last activity is accurate, click the link for that activity (green circle #2)... it should be the last one on the list. As you click it, the blue link will turn to red (as shown) and you will be taken back to the page shown in Figure 4a.

If you want to check your total number of hours... perhaps to evaluate whether you need to sign up for more activities!... select > Report - My Hours (green arrow #3).

Or you may log out and end the session.

STEP 6: If you selected Report - My Hours, you will now see the screen as in Figure 6.

If you are satisfied you may end your session by logging out. Or... you may want to explore some of the other navigation functions.

Having problems?
Need help with UserID or Password?
Contact the program coordinator.
If you are injured while participating in a sanctioned Master Gardener activity, your injury may be covered by workers compensation insurance if you have recorded the service hours during which the incident occurred, in the on-line volunteer database.

**In the event of an injury:**

**STEP 1:** Seek medical treatment if necessary.

If medical treatment is sought, complete a *Report of Industrial Injury or Occupational Disease*. Master Gardener must request this form from the medical provider at the time of treatment. The form will be sent directly to WSU’s L&I insurance carrier by the medical provider.

**STEP 2:** Immediately report injury to:

Erika Johnson  
WSU Master Gardener  
Program Coordinator  
360-397-6060 x 5738

**STEP 3:** Obtain a Witness/Injured Person Statement if appropriate (Optional).

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 and/or academic environment. Examples include, but are not limited to: musculoskeletal disorders (e.g., tendinitis, carpal tunnel syndrome), skin disorders, respiratory conditions, and noise-induced hearing loss.

**What to expect when you report an injury:**

The WSU Master Gardener Program Coordinator will complete an *On-line Incident Report Form* and submit a Monthly Volunteer Report.

The WSU Master Gardener Program Coordinator will submit a *Supervisor’s Accident Investigation Report* online, if:

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

Prompt reporting eliminates delays in benefits to employees. For injuries that occur over the weekend or after regular business hours, injury should be reported to the WSU Master Gardener Program Coordinator the next regular working day after the accident.

1919 NE 78th Street  
Vancouver, WA 98665  
360-397-6060
Title
WSU Master Gardener Volunteer

Purpose
To provide public education in gardening and environmental stewardship using research-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 the health and wellness of Washington residents.

Nature and 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 WSU 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 or personal contacts, demonstrations, classes, written materials, 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 service.
- 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 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 Extension staff in charge of the county 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 may assist county staff in program administration.

Expectations
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.

For More Information
Master Gardeners are encouraged to visit the WSU Master Gardener State Program website http://mastergardener.wsu.edu/for-master-gardeners/ and to familiarize themselves with the resources provided therein. The site includes an extensive handbook of policies and procedures which volunteers are expected to be aware of and to follow.
MG Resources Directory

Clark County Extension Answer Clinic
360-397-6060 x 5711
MGanswerclinic@clark.wa.gov

4-H Restorative Community Garden
Jodee Nickel
360-397-6060 x 5713
jodee.nickel@clark.wa.gov

Clark County Vegetation Management
360-397-6140
http://www.clark.wa.gov/weed/index.html

Master Composter/Recycler Program
Pete Dubois
360-397-2121 x 4961
mcr@clark.wa.gov

Master Gardener Foundation of Clark County
Dig Team
Julie Carlsen
360-687-0495
juliemcarlsen_flora@msn.com

WSU Extension Clark County Extension
Food Safety
Zena Edwards
360-397-6060 x 5700
Zena.edwards@wsu.edu

Fort Vancouver Period Garden
Nancy Funk
360-798-4004
nancysgarden6@gmail.com

Master Gardener Foundation of Clark County Greenhouse / Plant Sale
Julie Carlsen
360-687-0495
juliemcarlsen_flora@msn.com
Nancy Funk
360-798-4004
nancysgarden6@gmail.com

Master Gardener Foundation of Clark County
360-397-6060 x 5706
mgfcc@gmail.com

WSU Extension Small Acreage Program
Amber Lefstead
360-397-6060 x 5729
amber.leftesad@wsu.edu

Wildlife Botanical Gardens
Meredith Hardin
mitchmere@gmail.com