

# **Tillamook County Master Gardener's Association Procedures**

## **2.14**

### **Subject: NORTH COUNTY PLANT CLINICS**

**Purpose:** This document sets out the knowledge, skills, abilities and tasks associated with TCMGA's participation in the following North County events: Nehalem Bay Garden Club Annual Spring Plant Sale, Manzanita Farmers Market (MFM), Aldercreek Farm Harvest Festival, and other events in the North County Area as approved by the TCMGA Board.

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#### **Task 1 Scheduling**

Contact organizers of the Nehalem Bay Garden Club, Manzanita Farmers Market and the Aldercreek Harvest Festival at the beginning of the calendar year to determine dates for these events and request their approval to participate.

TCMGA currently elects to have our booth at the MFM once each month during the course of the Market; typically the last Friday of the month, June through September. MFM requires an application form be completed and a fee is charged for the space. The fee amount should be determined and submitted to the Board for approval prior to any commitment to schedule. The application can be obtained from the MFM Manager.

The Aldercreek Farm Harvest Festival is held the first Saturday in October. The Chair will receive an invitation from the Festival organizers usually in mid-summer. This needs to be completed and returned. As TCMGA rarely sells merchandise at the Festival, the Chair request approval from the Board to forward a donation.

#### **Task 2 Volunteer Recruitment**

Plant Clinic and Farmers Market volunteers (apprentices and Hardy Perennials) should be recruited early in the year. A re-certified Hardy Perennial needs to be present at each shift with apprentices. This can be done via email, word of mouth, telephone, at the Master Gardeners' classes and at Board Meetings. The chairperson will determine if volunteers are needed for different shifts during the event and schedule them accordingly.

#### **Task 3 Training**

A training session is scheduled prior to the Farmers Market season (usually the first week in June) for all volunteers, even if they have worked at Plant Clinics and the Farmers' Markets in the past. All volunteers should be familiar with current policies and procedures, how to set up the booth, and what the expectations are for public presentation. Attendance at this training is strongly encouraged.

#### **Task 4 Set Up**

Prior to the day of the event ensure that the canopy, supplies and materials are ready for use. The Committee Chair will have them at the event location no later than 30 minutes prior to the event opening. Volunteers should be at the event in time to assist with setting up the booth. Supplies and materials include (but are not limited to):

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- Canopy
- Portable table and tablecloth
- Food Guides (English and Spanish)
- Information pamphlets/brochures (MG info, composting, OSU internet cards, etc.) these vary, depending on what is available in the office
- Sign-up sheet for OSU newsletters, MG Class interest
- Resource books, brochures and materials as needed from the MG library (one of each PNW)
- One client contact log and a few client contact sheets on a clipboard
- Two folding chairs
- OSU sign (orange)
- “Have Gardening Questions...” sign
- Sale Items, i.e. Cookbooks, T-shirts, aprons, ladybug rocks.
- Cash box with change and receipt book, Sales/Cash Record Sheet

### **Task 5 Event**

During the event, volunteers should greet and answer questions from the public and promote the OSU Master Gardener program. Volunteers should anticipate questions based upon the types of calls and questions received in the Master Gardener office and the gardening season. Timely and pertinent information should be available for the public at the events.

- Document all contacts on clipboard
- Complete client contact sheets when necessary; to be returned to the office for problem solving
- Maintain list of people interested in taking future MG classes
- Maintain list of those interested in receiving OSU newsletters
- Maintain list of people who would like to be contacted about the Garden Tour and other upcoming events. (Friends of Master Gardener List)

### **Task 6 Sales**

All sales must be handled in compliance with TCMGA’s Money Handling Policy. When a sale occurs, collect the money, record the sale, and give the client a receipt. Money in the cash box must be counted and verified when there is a shift change. At the conclusion of the event, money in the cash box is again counted and verified. The treasurer has forms to record and report collected monies. One worker needs to be responsible for the money and for making arrangements to get it to the Treasurer promptly.

### **Task 7 Take Down**

At conclusion of the event, all materials need to be dismantled and organized for storage by the North County Plant Clinic Chair.

- Replenish depleted brochures and client information. This will usually be done by the Chair or the Hardy Perennial assigned to do so.
- Remove client sheets and leave in the Extension Office for Monday volunteers to work on.
- Place new, blank sheets on clipboards for next event
- Place cash, cash box, and sales log in pre-determined, safe place in MG office for Treasurer to get on Monday.
- Leave list of pamphlets/brochures that are not available in office so they can be replaced.

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## **Task 8    Reports**

The Chairperson must maintain records of contacts made and questions answered. These are to be reported to the Extension Office at the end of the season.

## **Knowledge, Skills and Abilities**

The North County Plant Clinic Chair must be a certified or re-certified OSU Master Gardener (Hardy Perennial). Apprentices are encouraged to participate and work at the plant clinics but only when a certified Master Gardener is present. Certified Master Gardeners and apprentices must have the ability to meet with the public and respond to questions and inquiries in a public setting. It is advisable that the North County Plant Clinic Chair resides in the area served and be able to store equipment, supplies and materials at their home. The North County Plant Clinic chair must also have the means to transport the supplies and materials to the Plant Clinic location during the season. TCMGA has a permanent storage facility in Tillamook.