



Orange County
Florida Master Gardener

Official Volunteer Guidebook

University of Florida

<http://orange.ifas.ufl.edu/mg>

August 2016

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Welcome to the Orange County Florida Master Gardener Volunteer Program. You have been selected to study as a Master Educator of landscape and garden knowledge. The Orange County Florida Master Gardener Volunteer Program has been serving Orange County citizens with unbiased, research-based information for more than 30 years. You will be a university-trained volunteer who assists the County Extension Education Center in providing home and residential horticulture and environmental stewardship information throughout the county. You will become recognized as a garden expert representing and serving the University of Florida and Orange County.

This guidebook is intended to provide you with tools and general information for Orange County Florida Master Gardener volunteers. Specific programs will vary slightly from county to county, so it is important to contact Orange County Master Gardener Coordinator for more details.

Thank you for offering volunteer service to Orange County and the State of Florida. Volunteers are our most valuable allies. University of Florida Extension could not succeed in fulfilling all our state's educational needs in home and residential horticulture without the help of our volunteers. On behalf of the University of Florida, I would like to offer you a sincere "Thank You!" for your participation, interest and financial support to this outstanding program.

More resources are available on-line through the Florida Master Gardener Volunteer web site, <http://gardeningsolutions.ifas.ufl.edu/mastergardener/>

Welcome to the volunteer program. We hope that your experiences and involvement enrich your life in ways you never thought possible.

Amy Vu, Extension Agent I
Orange County Master Gardener Coordinator

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FLORIDA MASTER GARDENER VOLUNTEER STRUCTURE (Adapted from State Master Gardener’s “Florida Master Gardener Structure” Document)

The University of Florida/IFAS Cooperative Extension Service (“UF/IFAS Extension”) oversees the State of Florida’s Master Gardener Volunteer Program. The Master Gardener Volunteer Program trains and maintains horticulture volunteers for UF/IFAS Extension throughout the State of Florida. The goals of this program are to increase the availability of horticultural information for the community at large and to improve the quality of life for the residents of each county in Florida through horticulture volunteer activities.

Orange County Extension Office determines the focus and structure of the Orange County Master Gardener Volunteer Program. The Volunteers (or MGs as they call themselves) execute a variety of outreach tasks as determined by the Orange County Master Gardener Coordinator (usually the consumer horticultural agent). Duties are quite varied and can include: answering horticultural questions over the phone, in person or through the media; participating in public service projects; giving educational programs; supporting youth activities, performing soil sample evaluations; assisting in field research; and other activities. The ultimate end to all these activities is to extend the vision of UF/IFAS Extension - protecting and sustaining natural resources and environmental systems, enhancing the development of human resources, and improving the quality of human life through the development of knowledge in agricultural, human and natural resources and making that knowledge accessible.

As stated above, each county Master Gardener Coordinator determines the structure of that county’s Master Gardener Program. A formal Master Gardener organization is not required. If your county already has a structured organization or you develop one later, the guiding principles provided in the FLORIDA MASTER GARDENER STRUCTURE at the State Master Gardener Web site (<http://gardeningsolutions.ifas.ufl.edu/mastergardener/>) must be followed.

Master Gardener Program Vision Statement

**To be the most trusted resource for
horticultural education in Florida**

Master Gardener Program Mission Statement

**To assist extension agents in providing research
based horticultural education to Florida residents**

POLICIES REGARDING FLORIDA MASTER GARDENER VOLUNTEERS (Adapted from State Master Gardener's "Florida Master Gardener Structure" Document)

Within the state of Florida, 60 counties currently maintain active Master Gardener programs. This being the case, a need exists for the establishment of standards for all Florida Master Gardeners to represent their county in a manner consistent with exemplary citizenship and leadership.

To become a certified Florida Master Gardener, one is required to attend the prescribed hours of instruction and pass an examination administered by the University of Florida/IFAS Cooperative Extension Service. This certification is restrictive in nature and is valid only for one year and when the individual is participating in the Florida Master Gardener Program. New certifications will be issued each year only to those individuals who make a commitment for participation in the coming year.

To provide additional assistance to Orange County Master Gardener Volunteers In-Training, we have "experienced" Orange County Master Gardener Volunteers who will Mentor the new class. They will continue to be a resource to the Orange County Master Gardener Volunteer Interns during their first year of volunteer service.

Mentors are critical in helping the new volunteer trainees fit into the Orange County Master Gardener Volunteer team. They may help with the selection of new volunteer trainees. They may contact the new volunteer trainees in order to be sure that they know what to expect and to answer any last minute questions. They will be present on the first day of class. During the training period, a Mentor will be in the classroom with new volunteer trainees to be sure that things are working out. They may be with the new trainees on their first volunteer clinic day to orient them and introduce them to the other volunteers.

It is important that new volunteer trainees stay in contact with their mentor. They will be there to help if you have questions, problems or concerns.

As a certified Florida Master Gardener, you will be eligible to attend educational programs such as the Florida Master Gardener Continued Training Conference offered by the University of Florida, as well as local educational programs and field trips provided by the county agent. Orange County Master Gardener Volunteers are also provided with the most recent information available on environmental horticulture issues and related topics by the Orange County Master Gardener Coordinator and State Extension Specialists at various venues and media such the Monthly Lunch 'N' Learn Meeting, the monthly newsletter, and the Annual Master Gardener Volunteer Continuing Educational Conference.

Florida Master Gardeners train and volunteer in their home county; this is so they serve the people of their county where they reside when they volunteer. It is left to the individual Master Gardener coordinators in each county to discuss and decide with the volunteer or potential volunteer if they will make exceptions to the understanding that they will only train and retain Master Gardeners from their home county. If the volunteer would still prefers to train or volunteer outside their county of residence, they have that option.

Orange County Master Gardener Volunteers are encouraged to participate in all components of the planned program (including record keeping), be responsive to the reasonable requests of the Orange County Master Gardener Coordinator, and be respectful of the need for personal safety and the safety of

others. Whenever injuries do occur, they should be reported to the Orange County Master Gardener Coordinator immediately. As a volunteer while performing pre-approved volunteer service as an Orange County Master Gardener Volunteer, you are required to report all injuries in accordance with the “Reporting Work-related Injuries” document in the Appendix. Also, you need to keep an updated “Record of Volunteer Service Form HRS-RVS1” on file with the Orange County Master Gardener Coordinator during your volunteer service with the Orange County Extension Education Center.

Along with active participation, Orange County Master Gardener Volunteers are expected to uphold a professional demeanor. In this accord appropriate dress will be observed at all times. As an Orange County Master Gardener Volunteer, you should dress in an appropriate and professional manner. Remember, you are a representative of UF/IFAS Orange County Extension. Always wear your name badge when acting as an Orange County Master Gardener Volunteer. Clothes should be suitable for the activity or location. Orange County Dress Code will be the guide as is appropriate for speaking engagements, indoor plant clinics and schools. Gardening work clothes are appropriate for demonstration gardens and some outdoor events.

The University of Florida/IFAS Cooperative Extension Service functions without regard to race, sex, or national origin and does not tolerate:

- Abuse or theft of public or personal property;
- Consistently giving out incorrect information;
- Creating an implied or outright University or Extension Service endorsement of any product or place of business;
- Defamation of the organization;
- Misrepresentation of sources of information;
- Possession of alcohol or drugs in the workplace;
- Possession or use of weapons or fireworks in the workplace;
- Sexual harassment or misconduct;
- Use of state and/or county equipment without authorization;
- Verbal abuse or failure to cooperate with other Master Gardeners, staff members, and/or the public;

Master Gardener Volunteer Certification may become void when an individual ceases active participation in the program or dismissal may result from such violations as described above. Illegal activities will be referred to law enforcement. Those individuals not continuing in the program should be aware if they represent themselves as Florida Master Gardeners, they are violating their original commitment to the University of Florida/IFAS Cooperative Extension Service.

The training and experience gained by participation in the Florida Master Gardener program are valuable and may rightly be listed and featured as qualifications when seeking employment. Once employed, and while serving as a paid employee, or if self-employed, Master Gardener Volunteers shall not display credentials or give the appearance of being a Florida Master Gardener Volunteer at the place of business.

“Experienced” Florida Master Gardener Volunteers may be invited to speak before various community groups. Please do not seek payment for such speaking appearances. Gratuitous personal payments (i.e., in the form of cash or gifts) for such presentations are not encouraged.

The title “Florida Master Gardener” is to be used only and exclusively in the University of Florida/IFAS Cooperative Extension Service Master Gardener Volunteer Program in which trained and certified Florida Master Gardener Volunteers answer gardening questions. Master Gardener Volunteers are expected to use the title only when doing unpaid volunteer educational work on the behalf of the University of Florida/IFAS Cooperative Extension Service. Florida Master Gardener Volunteers shall not use the Florida Master Gardener title in any advertisements or activities not related to University of Florida/IFAS Master Gardener Volunteer activities. The Florida Master Gardener Volunteer Program represents a University of Florida/IFAS Cooperative Extension Service public education program and one should avoid having association with commercial products or implying University of Florida/IFAS Cooperative Extension Service endorsements of any product or place of business.

In making recommendations, which include the use of chemicals (i.e., insecticides, herbicides, and fungicides), Florida Master Gardener Volunteers **MUST FOLLOW PUBLISHED** University of Florida/IFAS Cooperative Extension recommendations. Cultural problems that are not specifically covered by University of Florida/IFAS Cooperative Extension Service recommendations may be handled by suggesting treatments, which an experienced Master Gardener Volunteer considers appropriate. If you are making a recommendation based on personal experience, state clearly that you are speaking for yourself and not the University of Florida/IFAS Cooperative Extension Service. Questions concerning any commercial horticultural enterprise (i.e., agriculture, large animal care, forage crops, citrus, vegetable production, fruit crops production, landscape maintenance of golf course, recreational park, school grounds or commercial nursery production) are to be referred to the appropriate County Agriculture, Citrus, Landscape, Nursery (Greenhouse or Woody Plants), or Vegetable (Crops) Horticulture Extension Agent.

Special Note: Individuals who are not acting on behalf of the University of Florida/IFAS Cooperative Extension Service are strongly urged to make every effort to minimize the appearance of being on duty before making any recommendations in the area of horticulture. Speaking “off the record” is your right; however, make sure everyone knows you are speaking for yourself and not the University of Florida/IFAS Cooperative Extension Service.

FLORIDA MASTER GARDENER IDENTITY (Adapted from “Florida Master Gardener Identity Manual” - April 2007)

General Usage Guidelines

As a Florida Master Gardener Volunteer, you are a representative of the University of Florida and Orange County’s Cooperative Extension Service. It’s important that you remember this in all forms of communication - written, electronic, and interpersonal. Here are a few guidelines for you to remember about the Master Gardener identity standards.

- Florida Master Gardener is a program of the University of Florida and must be identified as such.
- Florida Master Gardener Volunteer Programs are operated through the county Cooperative Extension Service and may be identified as such.

Use of the Master Gardener Title

Official Policy Statement

The title “Florida Master Gardener” is to be used only and exclusively in the Florida Cooperative Extension Service Master Gardener Volunteer Program in which trained and certified Master Gardener Volunteers answer gardening questions. Master Gardener Volunteers are expected to use the title only when doing volunteer educational work on the behalf of the University of Florida Cooperative Extension Service. Florida Master Gardener Volunteers shall not use the Florida Master Gardener title in any advertisements or activities not related to University of Florida. The Master Gardener Volunteer Program represents a University of Florida - Florida Cooperative Extension Service public education program and one should avoid having association with commercial products or implying University of Florida Extension Service endorsements of any product or place of business.

Identifying Yourself as a Volunteer

It is recommended that you identify yourself as a University of Florida Master Gardener Volunteer with Orange County’s Extension Service. For example:

John Smith
Master Gardener Volunteer
Orange County Cooperative Extension Service

This provides recognition back to the Orange County Extension service while still maintaining the state title of Master Gardener Volunteer.

Written Publication Use

The Florida Master Gardener title is an official University of Florida volunteer title. All written activities associated with the title must be unpaid and approved by the Orange County Master Gardener Coordinator. Examples:

- Newspaper columns
- Books
- Web sites

Use of the Master Gardener Logo

The Master Gardener logo is available for use by counties. The following guidelines govern the use of the Master Gardener logo in all forms of communication, including but not limited to print and electronic media.

The logo is an essential means of visual communication.

The logo must be used as a prominent graphic element in all publications - print and electronic - affiliated with IFAS Extension.

The logo cannot be modified in any manner.

The Master Gardener logo must be used in conjunction with the University of Florida/IFAS Extension signature. Please consult the University of Florida Identity and Signature System Manual located at <http://identity.ufl.edu> for specific requirements and usage.

The Master Gardener logo must not be split from the University of Florida signature. The logo must stay intact for all uses.

The mark is the primary identifier of the Florida Master Gardener Volunteer Program and can be used in a vertical or horizontal format as described in University of Florida Identity and Signature System Manual.

You are allowed to add Orange County's name or logo to the right or bottom of the Master Gardener logo.

The Master Gardener logo with the University of Florida signature must always be the most prominent logo on Master Gardener printed and electronic materials.

Apparel must use the UF Master Gardener logo prominently on the front. Orange County logo can be used, but must be of equal size to the UF Master Gardener logo or smaller. Orange County logo may be used on the back in any size or format. Apparel questions can be addressed to the State Master Gardener Coordinator.

UNIVERSITY OF FLORIDA/IFAS COOPERATIVE EXTENSION SERVICE, ORANGE COUNTY MASTER GARDENER VOLUNTEER GUIDING PRINCIPLES (Adapted from: IFAS/UF EDIS Publication FCS9073, “Recruiting Volunteers for Teaching”)

NAME

The name of this volunteer group shall be the University of Florida/IFAS Orange County Master Gardener Volunteers.

PURPOSE

The University of Florida/IFAS Orange County Master Gardener Volunteer program trains and maintains horticulture volunteers for UF/IFAS Extension. The goals of this program are to increase the availability of horticultural information for the community at large and to improve the quality of life for the residents of Orange County through horticulture volunteer activities.

MEMBERSHIP

A. Membership in the University of Florida/IFAS Orange County Master Gardener Volunteer program will be granted upon successful completion of Master Gardener training classes and the final exam, and by remaining a member in good standing (See section D). The program is open to all interested persons without regard to race, color, national origin, religion, gender, disability, marital or veteran status, or any other legally protected status.

B. Upon completion of the Orange County Master Gardener Volunteer training class conducted by UF/IFAS Extension, first year Orange County Master Gardener Volunteer Interns are required to return a minimum of 75 volunteer working hours in activities approved by the Orange County Master Gardener Coordinator and acquire an additional 10 hours of continuing education (Gardening Education Units (GEUs)) of acceptable horticultural training as approved by the Orange County Master Gardener Coordinator within the calendar year following the completion of their class. At least forty (40) volunteer hours should be earned by staffing the Plant Clinic at the Extension Education Center. At least five (5) continuing education hours should be earned by attending the Monthly Master Gardener Volunteer Lunch ‘N’ Learn meetings.

C. To remain an Orange County Master Gardener Volunteer in good standing after successful completion of their first year of service:

- 1) Complete a minimum of 50 volunteer hours during the second membership year.
- 2) Complete a minimum of 45 volunteer hours during the third membership year.
- 3) Complete a minimum of 40 volunteer hours during the fourth membership year.
- 4) Complete a minimum of 35 volunteer hours during the fifth and all succeeding membership years.

5) Complete a minimum of 10 continuing education hours/Gardening Education Units (GEUs) of acceptable horticultural training as approved by the Orange County Master Gardener Coordinator during the membership year. At least five (5) GEU hours should be earned by attending the Monthly Master Gardener Lunch 'N' Learn meetings.

6) Must comply with the Florida Master Gardener Volunteer policy statement, code of conduct and abide by the programs identity standards and provide a signed "Letter of Commitment" which states desire to continue as a Master Gardener Volunteer into the next calendar year. (see Appendix; pg 39)

D. If an individual's annual Volunteer and Continuing Education hours are not completed within the first calendar year after the completion of the Master Gardener Volunteer Training class, he or she will no longer be considered a Florida Master Gardener Volunteer. Those who have completed their first year of service and are unable to continue to donate a minimum of 50 hours each year or an appropriate minimum hours annually (based upon longevity in the program) will be placed on inactive status.

Inactive Status is defined as:

An inactive Master Gardener Volunteer is one who is unable to commit to an appropriate minimum number of hours annually (based upon longevity in the program) at present, but would like the opportunity to possibly recertify themselves in the future. The following policies apply:

1) An inactive Master Gardener Volunteer is one who has completed their original commitment of a minimum of 75 hours of volunteer service in the first twelve months following the completion of their training **and** a minimum of 10 continuing education hours/Gardening Education Units (GEUs), but is not able to continue to volunteer the minimum 50 hours during the second year (or an appropriate minimum hours annually based upon longevity in the program).

2) The inactive Master Gardener Volunteer must submit a request in writing or E-mail to the Orange County Master Gardener Coordinator to be placed on Inactive Status. This letter of intent should include the following:

- a) Indicate the desire to remain affiliated with the Orange County Master Gardener Volunteer program,
- b) Why the volunteer hours cannot be met within the time period, and
- c) When the recertification process is desired to begin.

The inactive Master Gardener Volunteer will remain on Inactive Status for up to three years. After three years, all records will be purged.

3) Inactive Master Gardener Volunteers are ineligible for applying for awards of excellence, receiving mailings (including e-mail), attending monthly meetings, attending annual volunteer recognition banquet, or registering for advanced training opportunities.

4) The inactive Master Gardener Volunteer must submit a request in writing or E-mail to the Orange County Master Gardener Coordinator for recertification, take and pass a comprehensive examination provided by the Orange County Master Gardener Coordinator. Additionally he or she must then attend

or have attended 10 hours of acceptable horticultural training (continuing education hours/Gardening Education Units (GEUs)) as approved by the Orange County Master Gardener Coordinator.

5) An inactive Master Gardener Volunteer can re-certify at any time as long as the above criteria are met.

The Orange County Master Gardener Coordinator can make exceptions in unusual circumstances.

E. Persons who have successfully completed the Master Gardener Volunteer training in another Florida county and were members in good standing in that county, may petition for immediate membership in another county if they have moved their residence to that county.

F. The reporting year for University of Florida/IFAS Orange County Master Gardener Volunteers is January 1 to December 31. All hours must be recorded in the Volunteer Management System (VMS) by January 15th for all hours earned in the previous reporting year.

G. All Master Gardener Volunteers are expected use the VMS system to report their working (Volunteer) and continuing education (Gardening Education Units (GEUs)/Training) hours in order for UF/IFAS Extension to comply with federal requirements. Failure to do so may result in dismissal. Master Gardener Volunteers are also expected to keep and report clientele contact numbers and report that information in the VMS system.

ORANGE COUNTY MASTER GARDENER VOLUNTEER REPRESENTATIVES TO THE ORANGE COUNTY MASTER GARDENER VOLUNTEER ADVISORY COMMITTEE

This Committee is authorized and organized in accordance with the guidance from the University of Florida Cooperative Extension System. Please see the Appendix for a copy of the current Procedures for the Establishment of the Orange County Master Gardener Volunteer Program Advisory Committee.

OTHER COMMITTEES

The Orange County Master Gardener Coordinator may create committees as needed and shall appoint committee chairpersons. These committees will be categorized as one of three types:

- 1) Project Committees - committees to manage ongoing University of Florida/IFAS Orange County Master Gardeners sanctioned projects;
- 2) Ad Hoc Committees - short term committees to meet an immediate and short term goal; or
- 3) Standing Committees - permanent committees necessary for the continued existence of the University of Florida/IFAS Orange County Master Gardeners.

MEETINGS

Monthly meetings shall be held the second Wednesday of every month unless otherwise rescheduled to provide a continuing education/Gardening Education Unit (GEU) program and discuss general matters of a business nature, including updates from the Orange County Master Gardener Volunteer Program Advisory Committee.

RELATIONSHIP TO OTHER PROGRAMS

The Orange County Master Gardener Volunteers participate with other Extension programs (4-H and Youth Development, Family and Consumer Sciences, Agriculture and Natural Resources, Florida Yards and Neighborhoods (FYN), and Streetscape), and numerous local organizations (garden clubs, community gardens, community based organizations, schools, churches, nonprofit agencies, libraries, etc.). Volunteers are encouraged to function as an educational resource by participating with other community programs.

PROGRAM FUNDING

Funding for Orange County's program comes from federal, state and county levels, in addition to the often vital contribution of the Orange County Master Gardener Volunteers. The amount of funding support from government agencies varies. Other funding sources could include fees for services, grants, private donations and bequests. Fundraising is an important role for the Orange County Master Gardener Volunteer Program. Donations may be accepted for the program.

Funds generated by the University of Florida/IFAS Orange County Master Gardener Volunteers through fees, donations, sales, etc. are owned by the Orange County Master Gardener Volunteer Program. The responsibility and oversight of the funds rests with the Orange County Master Gardener Volunteer Program Advisory Committee not with UF/IFAS Extension. However, UF/IFAS Extension does have an interest in ensuring that the Orange County Master Gardener Volunteer Program does not improperly use their relationship with Extension when collecting monies, receiving donations or expending resources. There should be no fundraising activities without preplanned goals for the money raised and prior approval from the Orange County Master Gardener Coordinator. Care should be taken to ensure that the use of any funds matches the purpose and mission of the University of Florida Master Gardener Program and the Orange County Master Gardener Volunteer Program and that these funds are used in a timely manner rather than reside in dormant accounts.

Requests for expenditure of funds or reimbursements for personal funds expended in support of activities related to the Orange County Master Gardener Volunteer Program shall be authorized by the Orange County Master Gardener Advisory Committee and approved by the Orange County Master Gardener Coordinator and/or the Orange County Extension Director (CED). Procedures for requesting funds from the Orange County Master Gardener Volunteer Program funds include completing an Orange County Extension Fund Check Request (see appendix). Registration fees (in an amount determined annually by the Master Gardener Coordinator) that are collected for new Master Gardener Volunteer Program training are exempt from oversight and authorization of expenditures by the Orange County Master Gardener Advisory Committee.

ORANGE COUNTY MASTER GARDENER VOLUNTEER SERVICE ACTIVITIES

In Orange County, our volunteer needs in the area of responding to customer questions related to landscapes and gardens. This focuses our attention to the three Plant Clinics in Orange County. This is the UF/IFAS Orange County “front door” to the community. It is vitally important and that is why the majority of your volunteer service activities will revolve around the Plant Clinics. New volunteers will volunteer 40 of their minimum 75 hours of volunteer service in the Plant Clinic at the Extension Education Center. Veteran Orange County Master Gardeners may choose to staff the Plant Clinic at the Orange County Extension Education Center, the Plant Clinic at Mid-Florida Research and Education Center (MREC) in Apopka, FL or the Plant Clinic at Harry P. Leu Gardens in Orlando, FL. At the end of 2012, the Mobile Plant Clinic became part of the volunteer program with the goal of “increasing the visibility of Master Gardener Volunteers in Orange County”. This provides an opportunity for volunteers to conduct modified Plant Clinic procedures at a remote site such as a “Big Box” store garden center parking lot for about four hours at a time.

The Orange County Master Gardener Plant Clinic at the Extension Education Center is staffed from 8:00AM-Noon, 1:00PM– 5:00PM on Monday – Friday. The Orange County Master Gardener Plant Clinic at MREC is staffed from 9:00AM – Noon on Tuesdays. And the Orange County Master Gardener Plant Clinic at Harry P. Leu Gardens is staffed from 3:00PM – 5:00PM on Wednesdays. There are over 1,000 telephone calls a month and over 600 walk-in contacts a month. The need is great for your volunteer service in this area.

The Orange County Extension Education Center is well aware of community needs and gardening projects off-site. It would be impossible for us to supply all the help that is needed by these groups. However, if there are special projects that we feel meet our criteria for assistance, or that are directly related to the mission of the Florida Master Gardener Program, then these opportunities may be used to fulfill volunteer hours and must be pre-approved by the Orange County Master Gardener Coordinator.

There are other activities that may be as rewarding to many volunteers and should be considered when trying to meet program requirements and volunteer “passions” for volunteer activities. The following activities are by no means a complete list, and are suggestions to give a better understanding of how the Orange County Master Gardener Volunteer Program could operate. Any questions should be directed to the Orange County Master Gardener Coordinator.

Extension Plant Clinic/Office Work

- Accepting plant, disease, insect or soil samples for the Extension Plant Clinic.
- Answering home gardening and pest management phone calls and helping visitors at the Orange County Extension Education Center.
- Compiling mail-outs; organizing Extension newsletters and phone schedules for Master Gardener Volunteer Program.
- Conducting horticultural tours and organizing programs in the Orange County Extension Education Center Historic and Demonstration Gardens.

- Helping the Extension Education Center with educational programs.

Community Projects (may include)

- Become a Florida Yard Adviser and certify homeowner yards.
- Example projects to participate in: Plant-a-row for the Hungry, Habitat for Humanity, county fair and community beautification projects.
- Planting and maintaining Orange County Extension Historic and Demonstration Gardens (turf, flowers, vegetables, Waterwise landscapes, native plants, etc.).
- Serving as a project coordinator/chair.
- Serving as Orange County Master Gardener group liaison (coordinating cooperative programs with other agencies).

Journalism

- Photographing events and projects.
- Serving as newsletter chair/editor.
- Writing articles for the monthly newsletter.
- Writing news articles (must be approved by Orange County Master Gardener Coordinator prior to release).

Librarian

- Maintain a labeling system that easily identifies material on the shelves.
- Maintain inventory of books in the Library in a database for to allow easy location of materials on the shelves.
- Organizing reference materials, publications and files in the Orange County Extension Education Center Plant Clinic for Orange County Master Gardeners to use in their volunteer service to the community.
- Writing newsletter articles about new accessions in the Library.

Orange County Master Gardener Volunteer Training Classes

- Assisting with assembly of written materials and handouts, equipment setup, refreshments, test grading, etc.
- Serving as class Mentor.
- Serving on a committee to screen applications.

Presentations and Programs

- Appearing on television or radio programs to discuss home horticulture topics.
- Organizing, researching, planning and presenting programs/classes to civic or garden clubs, schools, libraries, Orange County Master Gardener classes or meetings, conferences, botanical gardens, community colleges, etc.
- Serving as a speakers bureau coordinator.
- Staff information booths at fairs and other Extension programs.
- Staff plant clinics in non-office locations.

Record Keeper

- Assisting the Orange County Master Gardener Coordinator with compiling volunteer service hours for all Master Gardeners in the county; entering hours into the MicroSoft Excel database. The Orange County Master Gardener Coordinator will generate final reports.
- Managing and requesting hours from volunteers. Hours are important in providing data to the state and federal government about the Master Gardener Program's impact, progress and needs.

Research

- Working on research projects and reports to develop and disseminate information or seeking grants under the supervision of the Orange County Master Gardener Coordinator.

Scrapbook/History

- Collecting articles and photos of the Orange County Master Gardener activities in the newspaper and other media.
- Recording the history of the Orange County Master Gardener volunteers.

Social & Special Events

- Coordinating or assisting with home and garden shows, county fairs, gardening information booths, problem diagnostic clinics, etc.
- Organizing field trips.
- Picking up or delivering supplies for programs, plant clinics, exhibits, seminars, conferences or other Orange County Master Gardener functions.
- Preparing displays, posters, advertisements or any artwork that benefits or represents the Orange County Master Gardener Volunteer program or UF Extension.
- Serving as special events coordinator.

Youth Gardening Activities (additional background screening required)

- 4-H youth activities related to horticulture (including judging horticulture and plant projects).
- Assist classroom teachers with gardening projects, school gardens or landscapes (involving students).
- Mentor a Junior Master Gardener program in Orange County.
- Serving as 4-H horticulture project leaders.
- Teaching 4-H horticulture enrichment units in local schools.

REPORTING ORANGE COUNTY FLORIDA MASTER GARDENER VOLUNTEER HOURS

“Volunteers working in community programs make a difference in many neighborhoods, counties, and states. But, the value of a volunteer program is sometimes overlooked. Documenting the value of volunteer programs helps to celebrate success today and promote growth in the future.” – UF Publication FCS9239/FY817

The following guidelines should be followed for reporting volunteer time and continued training.

VOLUNTEER HOUR

Hours are important in providing the state and federal government data about the Florida Master Gardener program’s impact, progress and needs. This also creates the opportunity to summarize achievements throughout the year that will be recognized at the Annual Orange County Master Gardener Volunteer Banquet. Orange County Master Gardener Volunteer Hours consist of time spent performing activities approved by the Orange County Master Gardener Coordinator that support the mission and

goals of the Florida Master Gardener Program in Orange County. Follow the guidelines below in determining what constitutes a reportable volunteer hour.

- Standard activities like answering phones, hosting plant clinics, teaching or preparing Orange County Master Gardener or Orange County Extension educational programs, writing articles, and other similar activities approved by the Orange County Master Gardener Coordinator count as volunteer hours.
- Meetings often consist of a business portion and educational portion, and each part should be recorded appropriately. The business portion of the meeting constitutes reportable volunteer time, while the educational portion counts as continued training.
- Time spent working on Orange County Master Gardener Coordinator approved community projects that are non-educational such as maintenance and upkeep of demonstration gardens count as volunteer hours.
- Time spent conducting organizational work for Orange County Master Gardener activities, projects, related social functions, Orange County organizations or the Orange County Extension Education Center count as volunteer hours. Attendance at a social event does not qualify as volunteer time.
- Travel distance to volunteer activities should be recorded, but does not count toward the pledged annual volunteer commitment.
- Attendance at educational events cannot count toward the pledged annual volunteer commitment. These hours should be recorded as continued education/ training hours (see next section).

Activities that are considered to be APPROVED for Volunteer hours for annual recertification:
All activities not specified in this list must be pre-approved by the Orange County Master Gardener Coordinator.

- Answer home horticulture questions and diagnose plant problems for home gardeners at the Extension Education Center, MREC and Leu Gardens Plant Clinics.
- Assist with, or organize horticultural files in extension office, with community composting and gardening projects, with develop and design of demonstration gardens for schools or communities, and with planting and maintaining variety trials at the Extension Education Center “Exploration Gardens”.
- Build tabletop displays, compost bins (for use in demonstrations), raised beds/gardens for schools, bird/bat boxes, and/or teach others how to build bird/bat boxes.
- Conduct or participate in Neighborhood Walks.
- Conduct pruning demonstrations for home gardeners at the Extension Education Center Historic and Demonstration Gardens.

- Create posters, flyers, program announcements; prepare visuals/graphics for short horticultural programs and/or publications.
- Design and install landscapes at the Extension Education Center Historic and Demonstration Gardens (for educational value).
- Develop or assist with community beautification projects (for educational value).
- Give horticulture-related demonstrations and/or talks to garden clubs, civic groups or at fairs, flower shows, and other community events.
- Edit the monthly newsletter.
- Haul plants and plant material in your own vehicle for extension projects
- Host produce, or appear as guest on radio/TV and/or use station's radio/TV equipment.
- Judge horticulture plants and projects at the Central Florida Fair.
- Lead garden tours at the Extension Education Center Historic and Demonstration Gardens.
- Maintain Extension Education Center Historic and Demonstration Gardens.
- Open your gardens to the public for tours/demonstrations.
- Organize horticulture educational field trips/tours.
- Photograph extension/MG events.
- Provide horticulture support to 4-H:
 - Chaperone 4-H judging team coach for plant science only.
 - Judge 4-H projects, school science fair projects in plant science.
 - Provide horticulture training for 4-H leaders.
 - Serve as 4-H club leader for plant science only.
 - Serve as 4-H judging team coach for plant science only.
 - Teach 4-H school enrichment Meet the Plants, Growing Sprouts, etc.
 - Teach plant science at 4-H camp.
- Provided horticulture support to FYN.
- Serve as neighborhood "plant expert" in own community by answering home gardening questions, diagnosing plant problems and/or instructing neighbors on proper care of lawn, landscape, garden, or house plants.

- Serve on any Extension Advisory Board or Committee or state/regional/national Master Gardener committee(s).
- Solicit donations for extension projects.
- Staff extension-sponsored information booth(s) at fairs, flower shows, community events, malls/shopping centers, farmers market, nurseries, garden centers.
- Staff plant problem clinic at libraries, community gardens, fairs, flower shows, community events, and nurseries/garden centers.
- Teach Master Gardener training sessions or extension home garden classes.
- Test, collect data, and evaluate new varieties of vegetables, turf, ornamentals, flowers the Extension Education Center Historic and Demonstration Gardens.
- Write pamphlets, fact sheets, or articles for newspapers, magazines, extension newsletters.

Activities that are NOT APPROVED for Volunteer hours:

- Clean up litter along highway, at parks or playgrounds.
- Design gardens/landscapes for schools or communities (non-educational).
- Develop and deliver training for garden center employees, grounds manager, nursery personnel.
- Establish and manage Farmer's Market.
- Grow or harvest crops for distribution to food bank/soup kitchen (unless food is from an educational project).
- Maintain gardens for schools, civic groups, communities.
- Maintenance of municipal parks, state, or national parks.
- Organize community garden club.
- Perform pesticide applications.
- Recycling cans and bottles, newspapers, plastic nursery pots.
- Serve as 4-H leader, judge, chaperon for activities not horticulture related.
- Teach pruning to municipal tree trimmers (arborists).

- Volunteering for other organizations (example, Harry P. Leu Gardens).

CONTINUING EDUCATION (GARDENING EDUCATION UNIT (GEU)/TRAINING HOUR

Orange County Master Gardener Volunteers are encouraged to continue learning new horticulture-related information. A minimum of 10 hours of continued education (Gardening Education Unit (GEU))/training are required for annual recertification. At least five (5) GEU hours should be earned by attending the Monthly Master Gardener Lunch ‘N’ Learn meetings. No more than one half of the annual continuing education hours may be earned from “Sunday in the Garden” activity. All continued training activities must be approved and deemed acceptable by the Orange County Master Gardener Coordinator. Follow the guidelines below in determining what constitutes a reportable continued education/training hour.

- Meetings often consist of a business portion and educational portion, and each part should be reported appropriately. The business portion of the meeting constitutes reportable volunteer time, while the educational portion counts as continued training.
- Educational field trips are a great way to keep learning. The lecture or guided portion of the trip can count as continued training hours, but no part of the trip would constitute volunteer hours.
- Travel time to educational events should not be reported.

Educational opportunities that are considered to be APPROVED for Continuing Education Hours (GEUs) for annual recertification: All educational opportunities/programs not specified in this list must be pre-approved by the Orange County Master Gardener Coordinator.

- Announcements are made at monthly meetings, in E-mail, and in the monthly newsletter about horticultural training opportunities for Orange County Master Gardener Volunteers including county, regional, state, and international seminars and conferences.
- Arboretum and Botanical Garden programs with a horticulture theme; Florida Federation of Garden Club courses.
- Orange County Master Gardener Volunteer “Sunday in the Garden” tours.
- Continuing Education at monthly Orange County Master Gardener Volunteer “Lunch ‘N’ Learn” meetings.
- Florida Master Gardener Volunteer Advanced Training: Annual Continuing Education Conferences.
- Master Gardener Volunteer Seminars in neighboring counties.

- New Master Gardener Volunteer Training: Current Master Gardeners are welcome to attend any of the Training Classes.
- University of Florida or Valencia Community College horticulture courses.

All Orange County Master Gardener Volunteers are expected to report their working (Volunteer) and learning (Continuing Education (Gardening Education Unit (GEU))/Training) hours in order for UF/IFAS Extension to comply with federal requirements. Failure to do so may result in dismissal. (See “UNIVERSITY OF FLORIDA/IFAS COOPERATIVE EXTENSION SERVICE ORANGE COUNTY MASTER GARDENER GUIDING PRINCIPLES”, paragraph G, under Membership).

Volunteer Hours and Gardening Education Units (GEUs)/Training Hours are to be reported by the end of the month and recorded in the Volunteer Management System online.

The following **fifteen examples** are provided as a guide to help Orange County Master Gardener Volunteers record their volunteer hours and Gardening Education Units (GEUs)/training hours:

1) Answering telephone calls and assisting walk-in customers at the Plant Clinic from 8:00AM – 10:00AM on July 16, 2013. Assume you drive 20 miles to the Plant Clinic.

In the Volunteer Management System record:

- Event Description: Answered telephones/questions in Plant Clinic
- Event Date: July 16, 2013 or 7/16/13
- Apply to Project: “Plant Clinic – Extension Education Center”
- Miles Driven: 20
- Volunteer Hours: 2
- Enter Contact Ethnicity Information
- Select “Save Hours”
- Go to top of page and select “Logout”

2) Worked in the Demonstration Vegetable Garden at the Central Florida Fairgrounds on Tuesday morning, July 15, 2013 from 7:30AM – 9:00AM. Assume you drove 10 miles to the Central Florida Fairgrounds

In the Volunteer Management System record:

- Event Description: Fairground Demonstration Vegetable Garden
- Event Date: July 15, 2013 or 7/15/13
- Apply to Project: “Demonstration Gardens - Exploration Gardens, Fairgrounds and Sunday in the Garden”
- Miles Driven: 20
- Volunteer Hours: 1.5
- Select “Save Hours”
- Go to top of page and select “Logout”

3) Assisted the County Extension Agent with setting up an evening Rain Barrel Workshop at the Extension Education Center in which you participated by registering attendees, passed out educational material, conducted soil tests, answered homeowner questions, and cleaned up afterwards. You also attended the presentation. This happened on Thursday evening, July 17, 2013 and you arrived to work at 6:30PM. The workshop started at 7:00PM and was over at 8:00PM and you departed the location at 8:30PM after cleaning. Assume you drove 15 miles to the Extension Education Center.

In the Volunteer Management System record:

- Event Description: Rain Barrel Workshop
- Event Date: July 17, 2013 or 7/17/13
- Apply to Project: “Classes and Workshops and other Continuing Education”
- Miles Driven: 15
- Volunteer Hours: 2
- Continuing Education: 1
- Enter Contact Ethnicity Information
- Select “Save Hours”
- Go to top of page and select “Logout”

4) During the week of July 7, 2013 you worked three hours in preparing a topic on Butterfly Gardening to present at the Orange County South Library in Dr. Phillips area. This presentation is made on Saturday morning, July 12, 2013 and you arrived at the Library at 9:00AM. The presentation started at 9:30AM and was over at 10:30AM and you departed the location at 11:00AM after cleaning up. Assume you drove 10 miles to drive to the Library.

If this was a **pre-approved** activity, in the Volunteer Management System record:

- Event Description: Butterfly Gardening
- Event Date: July 12, 2013 or 7/12/13
- Apply to Project: “Presentations (Speaker's Bureau, Library, Garden Club, HOAs, GI-BMP)”
- Miles Driven: 10
- Volunteer Hours: 2
- Continuing Education: 3
- Enter Contact Ethnicity Information
- Select “Save Hours”
- Go to top of page and select “Logout”

Using the above information, let's assume you prepared for a pre-approved presentation and due to hurricane activity in the Central Florida Area, the Library was closed and you never made the presentation. Then you would report in the Volunteer Management System:

- Event Description: Butterfly Gardening – Cancelled due to hurricane
- Event Date: July 12, 2013 or 7/12/13
- Apply to Project: “Presentations (Speaker's Bureau, Library, Garden Club, HOAs, GI-BMP)”
- Continuing Education: 3
- Select “Save Hours”

- Go to top of page and select “Logout”

5) “Sunday in the Garden” is a social event created by some Orange County Master Gardeners to build camaraderie with the purpose of a Master Gardener offering his or her home landscape as social event and training opportunity as Master Gardeners learn from each other as they visit each other’s landscapes. This is usually conducted on the last Sunday of the month and announced about two-three weeks in advance. No more than one half of the annual continuing education hours may be earned from “Sunday in the Garden” activity. Assume you (Master Gardener Mary Jones) are the Master Gardener who is hosting the event this month on July 31, 2011 at your home. Because you work extra time in the landscape getting it prepared, you will receive two hours of volunteer service. Every Master Gardener visitor who attends the “Sunday in the Garden” at your house will receive one hour of continuing education/training. Assume your visitors drove 20 miles to your “Sunday in the Garden” event.

As the host of the “Sunday in the Garden” event, in the Volunteer Management System:

- Event Description: Sunday in the Garden – Mary Jones
- Event Date: July 31, 2013 or 7/31/13
- Apply to Project: “Demonstration Gardens - Exploration Gardens, Fairgrounds and Sunday in the Garden”
- Volunteer Hours: 2
- Enter Contact Ethnicity Information
- Select “Save Hours”
- Go to top of page and select “Logout”

For the Master Gardeners who attended the “Sunday in the Garden” Event, in the Volunteer Management System they would record:

- Event Description: Sunday in the Garden – Mary Jones
- Event Date: July 31, 2013 or 7/31/13
- Apply to Project: “Classes and Workshops and other Continuing Education”
- Miles Driven: 10
- Continuing Education: 1
- Select “Save Hours”
- Go to top of page and select “Logout”

6) “Sunday in the Garden” is a social event created by some Orange County Master Gardeners to build camaraderie with the purpose of a Master Gardener offering his or her home landscape as social event and training opportunity as Master Gardeners learn from each other as they visit each other’s landscapes. This is usually conducted on the last Sunday of the month and announced about two-three weeks in advance. No more than one half of the annual continuing education hours may be earned from “Sunday in the Garden” activity. However, this month the “Host” of the event has coordinated a **field trip** to a Botanical Gardens or a home site of a non-Master Gardener again for the purpose of promoting camaraderie and a learning opportunity. Assume you (Master Gardener Mary Jones) are the Master Gardener who is hosting the event this month on July 31, 2013 at Harry P. Leu Gardens. Every Master Gardener visitor who attends the “Sunday in the Garden” at Harry P. Leu Gardens, including the “Host”,

will receive one hour of continuing education/training. Assume each visitor drove 15 miles to the “Sunday in the Garden” event.

For the Master Gardener who coordinated the “Sunday in the Garden” Event, in the Volunteer Management System record:

- Event Description: Sunday in the Garden
- Event Date: July 31, 2013 or 7/31/13
- Apply to Project: “Classes and Workshops and other Continuing Education”
- Miles Driven: 15
- Continuing Education: 1
- Enter Contact Ethnicity Information
- Select “Save Hours”
- Go to top of page and select “Logout”

For the Master Gardeners who attend the “Sunday in the Garden” Event, in the Volunteer Management System record:

- Event Description: Sunday in the Garden
- Event Date: July 31, 2013 or 7/31/13
- Apply to Project: “Classes and Workshops and other Continuing Education”
- Miles Driven: 15
- Continuing Education: 1
- Select “Save Hours”
- Go to top of page and select “Logout”

7) During the week of July 7, 2013 you worked three hours in writing an article for the local newspaper on Butterfly Gardening. The article was accepted and printed in the local newspaper.

If this was a **pre-approved** activity, in the Volunteer Management System record:

- Event Description: Butterfly Gardening – Newspaper Article
- Event Date: July 7, 2013 or 7/7/13
- Apply to Project: “Author/Editor - Newspaper, Newsletters, Magazines, Books”
- Continuing Education: 3
- Select “Save Hours”
- Go to top of page and select “Logout”

8) During the weekend of July 8, 2013 you listened to “Better Lawns” hosted by Tom MacCubbin on the radio. This is a two hour program but there are commercials and breaks on the hour for local and national news topics so you actually listen to 1 hour and 30 minutes of educational information. You do not write or present any material to this radio program, you just listen.

In the Volunteer Management System record:

- Event Description: Better Lawns Radio Program
- Event Date: July 8, 2013 or 7/8/13

- Apply to Project: “Classes and Workshops and other Continuing Education”
- Continuing Education: 1.5
- Select “Save Hours”
- Go to top of page and select “Logout”

9) During the week of July 7, 2013 you watch “The Gardener’s Hotline”, a local television horticulture/gardening program presented on WDSC television. The program is approximately 30 minutes long. You do not present any material to this television program, you just watch and listen.

In the Volunteer Management System record:

- Event Description: Gardener’s Hotline TV Show
- Event Date: July 7, 2013 or 7/7/13
- Apply to Project: “Classes and Workshops and other Continuing Education”
- Continuing Education: .5
- Select “Save Hours”
- Go to top of page and select “Logout”

10) During the week of July 7, 2013 you prepare material to present at the Orange County Government Television Studio (Orange TV). You prepare for the show and you present your material to the program moderators (usually Tom MacCubbin or Celeste White). You spent three hours researching material to make your presentation. The actual presentation is only five minutes long but the stress of it all allows you to round up this number to 30 minutes.

In the Volunteer Management System record:

- Event Description: Orange TV Topic: _____ (fill in the blank)
- Event Date: July 7, 2013 or 7/7/13
- Apply to Project: “Public Radio/TV - Orange TV, Production, Reporter, Participant”
- Volunteer: 3.5
- Select “Save Hours”
- Go to top of page and select “Logout”

11) On July 7, 2013 you work three hours in the Water Action Volunteers booth assisting with insect displays for 300 youth visitors at the Science Center. Assume you drove 20 miles to the Science Center.

If this was a **pre-approved** activity, On the Volunteer Management System record:

- Event Description: Water Action Volunteer Booth – Science Center
- Event Date: July 7, 2013 or 7/7/13
- Apply to Project: “Public Venues, Tables and Booths”
- Miles Driven: 20
- Volunteer Hours: 3
- Enter Contact Ethnicity Information
- Select “Save Hours”
- Go to top of page and select “Logout”

12) During the week of September 21, 2013 you attend the Florida Master Gardener Continuing Education Seminar at UF in Gainesville, FL. This is an annual “post-graduate” workshop for Master Gardeners around the state to hear about the latest information related to landscape and garden care. You worked two hours stuffing bags with brochures and attended the 2.5 day conference. Assume you drove 108 miles to Gainesville, FL.

When you return, on the Volunteer Management System record:

- Event Description: Annual MG Conference
- Event Date: September 21, 2013 or 9/21/13
- Apply to Project: “Classes and Workshops and other Continuing Education”
- Miles Driven: 108
- Volunteer Hours: 2
- Continuing Education: 12
- Select “Save Hours”
- Go to top of page and select “Logout”

13) During the spring semester 2013 (March – June - 13 weeks), you attend the Plant Identification classes (3 hour credit course) offered by UF at the Mid-Florida Research and Education Center (MREC) in Apopka, FL. Assume you drove 10 miles to MREC in Apopka, FL.

When you complete the course (13 weeks), in the Volunteer Management System record:

- Event Description: UF Distance Education - MREC
- Event Date: June 7, 2013 or 6/7/13
- Apply to Project: “Classes and Workshops and other Continuing Education”
- Miles Driven: 130
- Continuing Education: 39
- Select “Save Hours”
- Go to top of page and select “Logout”

There are many other instances where you may be confused about reporting time as a volunteer or time for Continued Training. If you are uncertain, ask the Orange County Master Gardener Coordinator for assistance.

14) On June 13, 2013, you staff the Mobile Plant Clinic in the Garden Center parking lot of Lowe's (Home Depot, Ace Hardware, etc.) to answer homeowner questions from 10:00am – 2:00pm. Assume you drove 10 miles to the Garden Center parking lot.

When you return home, log into the Volunteer Management System and record:

- Event Description: Lowe's Garden Center
- Event Date: June 13, 2013 or 6/13/13
- Apply to Project: Plant Clinic – Mobile Plant Clinic
- Volunteer Hours: 4
- Miles Driven: 10
- Then record the contact information/ethnicity from that days effort
- Select "Save Hours"
- Go to top of page and select "Logout"

15) During the spring of 2013 (March – June), you participated as a volunteer during the weeks leading up to and the day of the Plant Fair. The Plant Fair is a "Community Awareness Event" that is held to promote UF/IFAS Extension Service in Orange County and it a fund raiser for Master Gardener Volunteer projects. For every meeting, committee reporting session, planning session, and finally the day of the event, report your volunteers hours as the hours you were actively engaged in planning and/or serving the public. Report mileage as appropriate as you may travel to different locations for meetings, etc.

When you participate in a meeting, planning session, or the main day of the event, in the Volunteer Management System record:

- Event Description: Plant Fair
- Event Date: as appropriate
- Apply to Project: "Fund Raising (Plant Fair/Festival, etc)"
- Volunteer Hours: as appropriate
- Miles Driven: as appropriate
- Select "Save Hours"
- Go to top of page and select "Logout"

There are many other instances where you may be confused about reporting time as a volunteer or time for Continued Training. If you are uncertain, ask the Orange County Master Gardener Coordinator for assistance.

RECRUITING ORANGE COUNTY MASTER GARDENER VOLUNTEERS

Orange County Master Gardener Volunteers are very special volunteers. Recruiting volunteers to be educators in the Orange County Master Gardener Volunteer Program will be conducted annually to replace volunteers no longer actively engaged in the program through resignation, attrition or for other reasons including expansion of educational needs within Orange County. The Orange County Master Gardener Volunteer will be selectively recruited from persons who have indicated a high interest in the Orange County Master Gardener Volunteer Program. When recruiting, all forms of media will be

considered to reach those interested in becoming urban horticulture educators including word-of-mouth, websites, newspaper, newsletters, radio and television stations, and posting flyers in local shops, stores and the public library branches.

Active Orange County Master Gardener Volunteers will participate in the recruiting effort by assisting the Orange County Master Gardener Coordinator in identifying candidates who possess the general attributes described above and recommending them for the volunteer program. Additionally, Active Orange County Master Gardener Volunteers will often assist as Mentors to candidates they recommend, and may participate in the interview and selection process. Orange County Master Gardener Volunteers may earn five (5) volunteer hours for every candidate they recruit that completes training and becomes certified as an Orange County Master Gardener Volunteer.

Upon receipt of an application from a candidate, the following list of general attributes, adapted from the State of Florida Office of Volunteerism (Adapted from: IFAS/UF EDIS Publication FCS9077, "Providing Recognition to the Extension Volunteer Teacher"), is used as a guide for the Orange County Master Gardener Coordinator when recruiting Orange County Master Gardener Volunteers. Maturity, personal stability, willingness to learn and accept supervision, acceptance of others, cooperative behavior, warmth and empathy for others, commitment, dependability, availability, interest and hobbies, education, transportation, and reasons for wanting to become an Orange County Master Gardener Volunteer are considered during an interview process that may last up to one hour in unusual circumstances. It is the quality of the applicants rather than the quantity of applicants that will make the Orange County Master Gardener Volunteer Program strong.

The candidate's selection or rejection will be communicated by E-mail within a short period of time after review of the application, an interview, payment of an appropriate registration fee to cover costs of materials, books, and other items necessary to complete the course of volunteer instruction.

RETENTION OF ORANGE COUNTY MASTER GARDENER VOLUNTEERS

Retention of trained, active Orange County Master Gardener Volunteers is a way to increase the volunteer base. Issues of volunteer retention are directly impacted by how clearly volunteers have been recruited, how fairly they are supervised and how effectively they are rewarded.

Recognition is the means by which Orange County and the State Master Gardener Volunteer Program shows a volunteer their services are appreciated. It is more than just saying "thank you" at the end of a service or task. Appropriate recognition acknowledges the work and contributions of a volunteer in a public way. Recognition is an important part of programs that utilize volunteers to deliver services, teach and carry out organizational tasks.*

An Annual Orange County Master Gardener Volunteer Recognition Banquet will be held to recognize service to the community. First year volunteers will receive a Certificate of Completion of Orange County Master Gardener Volunteer Training. All active Master Gardener Volunteers will receive a new Master Gardener Identification Card which is recognized by local garden centers for percentage discounts on plant material and allied products purchased at their garden center.

Service pins and Certificate of Recognition will be awarded at the Annual Master Gardener Continuing Education Conference for completion of 10, 15, 20 and 25 years of continuous active Master Gardener volunteering. Additionally, there are twelve individual formal awards each Orange County Master Gardener Volunteer may apply for as a means of formal recognition and in competition with Master Gardener Volunteers in other counties throughout the State.

REWARD

Your time, effort, talent, and enthusiasm are valuable contributions to the Orange County residential horticultural education. Since you do not receive an actual paycheck, what is your payment? Most Master Gardener Volunteers are motivated by several reasons. Perhaps one of your reasons is included below:

- Helping people expand their gardening knowledge (teaching opportunities)
- Interacting with other people who have a common interest (social opportunities)
- Making a difference in their community (giving back to the community)
- Participation in a quality horticultural course (receive quality training)
- Receiving answers to their own gardening questions (receive quality training)

THANK YOU!

July 26, 2013

Procedures for the Establishment of
The Orange County Master Gardener Volunteer Program Advisory Committee
Orange County Cooperative Extension Service

AUTHORITY: This Master Gardener Advisory Committee (MGAC) is authorized and organized in accordance with the guidance from the University of Florida Cooperative Extension System.

PURPOSE: The MGAC shall advise, assist and support the Orange County Master Gardener Volunteer Program Extension Faculty/Master Gardener Coordinator regarding the identification, implementation, evaluation and support of educational programs. The MGAC shall provide influence and help in program facilitation and obtaining financial support. The MGAC shall also have the opportunity to review and provide comment on policies, rules, and regulations of the Orange County Master Gardener Volunteer Program.

MEMBERSHIP: The MGAC shall consist of nine (9) members comprised of members from the Orange County Master Gardener Program that provide input from the volunteers who work with landscaping and gardening issues, and members from the residential community that provide input from the homeowner perspective (they may also be Orange County Master Gardeners).

Extension Faculty members are permanent, non-voting members of this committee and include Extension Faculty members: Orange County Master Gardener Coordinator and Residential Horticulture Agent.

MGAC members shall not receive compensation for their services.

Extension Faculty members **shall** designate two alternate committee members to serve in the absence of MGAC member(s).

MGAC members and alternates are to be present for the entire MGAC meeting. If a MGAC member or a designated alternate MGAC member misses two meetings without excuse during the calendar year, the MGAC shall vote to consider removal of that member or alternate. If the member or alternate is removed, the Extension Faculty members shall replace that member as soon as possible for the remaining portion of the term of office of that member or alternate. Alternate MGAC members are expected to be present at each business meeting of the MGAC. Extension Faculty members are permanent, non-voting members, and are exempt from this requirement.

Members will serve a three-year term with one-third of the membership rotating off each year. New members will be recruited from all Master Gardeners including the most recent class and the residential community. There shall be a one-year period before any previous member may be returned to the MGAC. Extension Faculty members are permanent members, and are exempt from this requirement.

VOTING: MGAC members shall be entitled to one (1) vote, in person, on all matters that shall come before the MGAC. Designated alternate(s), while serving in the absence of a MGAC member, shall have the authority to perform the duties and exercise the powers of that member and shall be entitled to one (1) vote, in person, on all matters that come before the MGAC. The MGAC Chairperson shall designate alternate(s) that will have voting privileges at the meeting. Extension Faculty members are non-voting members.

OFFICERS: All voting MGAC members shall annually elect a MGAC Chairperson (non-Extension staff) and Vice-Chairperson (non-Extension staff), to serve in the absence of the Chairperson from among the serving members. The Chairperson and Vice-Chairperson serve at the pleasure of the members of the MGAC.

- A. It shall be the duty of the Chairperson to preside at all meetings of the MGAC, call special meetings, appoint sub-committee Chairpersons with the consent of the MGAC by majority vote of members present, and perform other such duties as they pertain to the office.
- B. The term of office shall be from January 1 to December 31 of any given year.

STAFF SUPPORT: The Orange County Cooperative Extension Service office shall provide the staff necessary to perform the administrative and secretarial duties of the MGAC. Duties include: timely notice of meetings and committee meetings to the affected members; recording, transcribing, and maintaining a permanent file of the minutes of the MGAC; receipt, preparation, and transmittal of incoming and outgoing correspondence of the MGAC and maintenance of a permanent file of such correspondence.

The Orange County Cooperative Extension Service office shall provide the staff necessary to perform the financial duties of the MGAC. Duties include: receive all funds and donations made to the Master Gardener Program and prepare deposits of all funds into the Orange County Extension Fund, track issuance of checks to pay all claims and bills incurred by the Orange County Master Gardener Volunteer Program as authorized by the Committee and approved by the Orange County Master Gardener Coordinator or the County Extension Director, and provide a current financial statement at each MGAC meeting.

SUBCOMMITTEES: The Chairperson of the MGAC shall appoint any such sub-committees as are deemed necessary by the MGAC in order to carry out its duties and responsibilities. The Chairperson of the MGAC shall appoint the Chairperson of each sub-committee. The Chairperson of the MGAC shall also have the authority to dissolve any such appointed sub-committees when the duties of that sub-committee are complete. A listing of the sub-committees and their respective charges shall be maintained. Additions to and deletions from that listing shall not constitute an amendment to these procedures.

MEETINGS: The MGAC shall meet on a quarterly basis and at the call of the Chairperson. MGAC meetings shall be called by the MGAC Chairperson with E-mail notification to the MGAC

members that will include a draft agenda as well as the last meeting minutes. Announcement of all scheduled meetings will be posted on the Orange County Master Gardener Webpage (<http://orange.ifas.ufl.edu/mg>), in the monthly "pH News" Master Gardener Newsletter, posted on the bulletin board in the Plant Clinic at the Extension Education Center and announced at the monthly Master Gardener Lunch 'N' Learn meetings. Meetings shall be conducted in accordance with the procedures of the most recent version of Robert's Rules of Order.

A majority of the voting members of the MGAC and at least one Extension Faculty in the Orange County Master Gardener Volunteer / Residential Horticulture Programs shall constitute a quorum for the purpose of conducting official business of the MGAC.

AMENDMENTS: These procedures may be amended, repealed, or suspended at any meeting of the MGAC by a two-thirds vote of the voting members of the Committee present at that meeting, provided that written notice of such amendment, repeal, or suspension shall have been sent to each member of the MGAC at least two weeks prior to said meeting.

COMMITTEE REPRESENTATION: The MGAC shall act as a body in all matters and only the Chairperson or designated spokesperson shall communicate with third parties on behalf of the MGAC.

Section 1—VOLUNTEER INFORMATION

Name: _____
Date of Birth: _____ Phone #: _____

Attach proof of age if volunteer is under the age of 18

Home Address: _____
Street City State Zip

Mailing Address (if different than above): _____
Street City State Zip

Have you ever pleaded "nolo contendere" (no contest) to or been convicted or found guilty (even if adjudication withheld) of a first degree misdemeanor or a felony? o Yes* o No

* If yes, please list the date: _____

Offense and disposition (please explain fully): _____

As a volunteer, I agree to abide by all applicable rules and regulations of the University of Florida and guidelines of this unit and to fulfill the volunteer responsibilities to the best of my ability. I understand that I will receive no monetary benefits in return for the volunteer service I provide and that the university may terminate this agreement at any time without prior notice.

Volunteer's Signature: _____ **Date:** _____

As the parent/guardian of N/A, I grant my permission for him/her to participate as an unpaid volunteer for the University of Florida. I further acknowledge that I have completed the Authorization for Treatment form on his/her behalf.

Parent/guardian: N/A N/A N/A
Print name Signature Date

Section 2—TO BE COMPLETED BY THE SUPERVISOR

Department where volunteer will work: Orange County Extension Education Center

Supervisor responsible for volunteer's work: Amy Vu, Master Gardener Coordinator
Name and Title

Supervisor's phone #: (407) 254-9200

Please describe the work the volunteer is expected to perform:

Volunteer's qualifications to perform this work: Extensive training – 75 hours

Volunteer work will begin September 13, 2016 and end continuous

Volunteer's	<u>N/A See Application</u>	<u>N/A</u>	<u>N/A</u>
references:	<i>Name</i>	<i>Relationship to volunteer</i>	<i>Phone #</i>
	<u>N/A See Application</u>	<u>N/A</u>	<u>N/A</u>
	<i>Name</i>	<i>Relationship to volunteer</i>	<i>Phone #</i>

Supervisor's Signature: _____ Date: _____

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UF Employees

Reporting Work-Related Injuries

For medical emergencies, call 911 for help or transport the employee to the nearest medical facility. After emergency medical care is secured, contact UFWC at 352-392-4940 to report the incident.

If a non-life threatening on-the-job injury occurs:

1. The employee should notify a supervisor and then immediately contact the UF Workers' Compensation Office (UFWC) at (352) 392-4940. UFWC will complete the state required First Report of Injury form for the employee. Injured employees who do not think they require medical care should still contact UFWC to discuss the circumstances of their accident.

2. If you require medical attention, contact UFWC prior to going for care. UFWC staff will direct you to an authorized medical care provider to treat your injury, thereby insuring that you do not incur any expenses.

- Remember: You must seek treatment only from an authorized medical provider in all cases except an emergency. Please contact UFWC for guidance with this process.

3. When you arrive at the authorized medical provider's facility, be prepared to show proof of identification in the form of a UF ID, driver's license or other acceptable picture ID.

- Remember: After every medical appointment, you must provide your supervisor and UFWC with medical documentation of your work status. Injury-related absence from work may only be provided by your authorized medical care provider and it can not be provided after the fact.

4. Contact your supervisor daily or as directed by your supervisor in order to keep him/her informed about your medical progress, on-going treatment and prognosis for recovery.

- Remember: You must attend all of your scheduled medical appointments. Failure to do so may result in disciplinary action up to and including termination.

5. Read UF's modified duty statement. When your medical provider releases you to work, regardless of the limitations/restrictions you may have, you must be willing and available to return to the workplace.

Contact UFWC:

- If you are unable to attend a scheduled medical appointment.
- For assistance with recording your time and/or leave for doctor appointments, leaves of absence whether paid or unpaid and/or when you are receiving workers' compensation salary indemnification benefits.
- If you have concerns related to your claim, the medical care you are receiving or the benefits you are receiving.
- If your work unit does not provide you with modified duty work.

Questions? Contact UFWC at: (352) 392-4940 and/or via e-mail at: workcomp@ufl.edu. You may also contact UFWC by dialing 1-800-955-8771 (TDD).

Remember: Absence from work due to a work-related injury or illness will count toward your Family and Medical Leave Act (FMLA) entitlement as set forth in the Act.

Revised 10/06

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Check Number: _____

Date Written: _____

Written By: _____

**UF-IFAS Extension Service
Orange County Fund
Check Request**

Person Requesting: _____

From Which Account: ____Orange County Master Gardener Sub-Account____

Date Requested: _____

Payable To: _____

Amount: _____

Reason for Check: _____

Approved by Master Gardener Coordinator/Extension Agent/CED: _____

Attach receipt or invoice and return.

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Master Gardener Volunteer Management System



How to log into the VMS system --- for new Volunteers

1. Visit the State Master Gardener Website at:
<http://gardeningsolutions.ifas.ufl.edu/mastergardener/>
2. In the box below “**Other Useful Sites**” (at the bottom of the right column) select “**Master Gardener VMS**”
3. Type in your e-mail address in the appropriate box.
4. At this point, you do not have a “password”, so select “**New User?**”
5. Enter your e-mail address again if it does not show up in the “E-Mail Address:” box.
6. Select the “**Receive E-Mail to Access the Portal**” box. An e-mail will be sent to you with a temporary password you can use to access the VMS system. So go to your e-mail program and retrieve the message that was sent to you.
7. Type in your e-mail address in the appropriate box. Then enter the temporary password in the appropriate box.
8. Your name should be shown above the left column of the VMS system. Select “**Edit Profile**” and **change your password now** to one you can remember following the guidelines provided.
9. Make other changes to your profile if you wish but **do not** select the box next to “Hide this information from other Master Gardeners”. When you have finished with all your profile changes, select “**Save Information**” at the bottom of the page (or nothing will be saved).
10. When you have completed editing your profile, relax and leave the application by selecting “**Logout**” at the top of the page. **ALWAYS, ALWAYS, ALWAYS** select “**Logout**” before leaving this application or you will lock it up for others who will follow you.

To correct any information you may have entered:

1. Sign back into the VMS system.
2. Select “Viewing Your Hours”.
3. Select the “Activity” that has the incorrect information.
4. Enter the correct information.
5. Go to the bottom of the screen and select “Save Hours”; the information is updated.
6. Go to the top of the screen and select “Log Out”