

Plant Clinic Office Basics

❖ Wear your badge! 😊

❖ Put the sign out

- viewable from elevator, stairs and hallways, but not blocking the pathway – if a wheelchair can't pass by, the sign needs to move

❖ Check for uncompleted work:

- The refrigerator (for samples)
- The “unfinished” tray of client intake forms
- The spindle for phone messages
- The Master Gardener email

❖ Logging on to the computer:

- Turn computer on (power button is on tower under the desk)
- Password: Garden2
- *Email is yellow button with a big “O” (for Outlook)*
- *Internet is orange and blue circle*
 - Bookmarks for most commonly used (and approved) websites are located across the top (Bookmarks Bar)

❖ Other resources in the MG office:

- Library
 - Organized by category
- 4 wooden file drawers
 - Filled to the brim with OSU publications (these can also be accessed online)
- Past years' Plant Clinic Client Intake forms
 - Good to browse through to see what clients were bringing in in previous years – you may see the same problems!
 - Located on shelf above file drawers
- Microscope
 - 3 power switches on the right side of base

❖ Front office staff: (always say please and thank you!)

- Kim McCullough – Office Manager
- Susan Coleman – 4-H Administration
- MaryEllen Lowe – Office Assistant

❖ **Making recommendations:**

- Remember, you are only to make recommendations from research-based sources
 - OSU, WSU, UC, or other Extension websites.
 - “.edu” sites
- Any **chemical** recommendation you make, must come from the PNW Handbook. Even another “approved” source is not approved for chemical recommendations.

❖ **Sending things by mail:**

- Always still call the client back and tell you what you learned, even though you are sending information by mail.
- Always send a written note with the materials.
- Feel free to highlight or put sticky notes on the information to direct the client to the information they need.
- Include:
 - Plant Clinic Postcard
 - Coffee at The DIG bookmark
 - “Pesticides: Learning about Labels” handout (if giving a chemical recommendation)
- Put name and address of client on a sticky note, include with packet, and take to the front office. They will mail it for us. (Remember to say thank you!)

❖ **Sending things by email**

- Always call the client and tell them what you learned, even though you are sending an email.
- Always include a written message!

❖ **Printing and Making Copies**

- The copy room is next door. Anything you print will print on that machine.
- If you need to make copies, *please ask Michelle, Kim, Susan, or MaryEllen.*

❖ **Other things to know:**

- If you can't make your scheduled plant clinic, it is your responsibility to find a replacement.
- Michelle's stuff is in the corner – both the shelves above her computer and the 2 file drawers nearest her computer. Everything else is MG stuff 😊

Remember, you are not expected to know everything! You are expected to be open to learning new things and to engage with clients.

Its' fun! Enjoy it 😊