PLANT CLINIC OFFICE PROTOCOLS

Arrival Time: 1 PM
Check in with the Master Gardener Veteran who will be training you.
She/he will show you where the office key is kept and introduce you to the office staff.
The following is a step by step guide of the various duties which you will perform whenever you work in the Clinic. **Remember** that when we are in the Clinic we are representatives of OSU Extension and the advice we give should not be our personal opinion, but should be research backed information from accepted sources.

On arrival:

1. Get the key from front office and greet the staff.
2. Unlock the clinic door and turn on the lights.
3. Return the key to the front office. (It is used by everyone)
4. Check for messages on the board and specimens or other items on the file cabinet. If there is any mail sort and put in the appropriate in boxes.
5. Your Veteran will show you how to use the copy machine and the location for outgoing mail.

Next:

1. Turn on the computer and enter the password. It is located in the red folder directly above the computer screen. Check for Email questions.
2. Review how to use the phone with your Master Gardener veteran trainer.
3. Check for, and retrieve phone messages (procedures for doing so are posted on the bulletin board).
4. Review the log book for any FOLLOW UP calls and return them now.
5. Your Master Gardener veteran trainer will show you where to find, and how to fill out the FOLLOW UP sheet. Make sure to document any attempt to call—even if you don't actually speak to the client, we must document 3 attempts. Please sign your name and enter the date each time.

How to answer incoming calls:

1. Answer the phone with the following greeting. "Hello, this is the OSU Extension, Master Gardener Plant Clinic, this is ________ speaking, how can I help you?"
2. When speaking with a client always take notes on scrap paper and then transfer them to the log book when you can take the time to record them legibly.
3. Ask the client for their name and phone number. Explain that we use this information for our records. Use the speaker phone so all can participate in the call. If there are walk-in clients in the office or it is too noisy don't use the speaker phone. Speak clearly.
4. Determine early in the conversation whether the call is from a COMMERCIAL GROWER (nursery, landscaper, etc.). If it is, let the caller

know that you will refer the call to the appropriate agent. ONLY AN AGENT CAN ADVISE COMMERCIAL GROWERS OR LANDSCAPERS.

5. NEVER hesitate to tell the client if you need to do more research in order to fully address their concerns. On occasion it will be necessary to ask the client to bring in a sample or email a picture before you can answer their question. It is better to give no answer than to give the wrong one. Always call back as soon as possible. If you can't get an answer for them that same day call and let them know. Fill out a Follow Up Log.

Recording calls in the Log Book

1. Make sure you record the name of each person working in the clinic on the first entry. Thereafter you may just enter "SAME" for that day.
2. Write legibly or print. Include the Client's name and phone #; a concise and complete explanation of the question or problem; the answer you gave; enter the problem code (list is taped to the desk near the phone); record which references you used to answer question. If you are unable to answer the question indicate whether the call was referred to an agent or referred for follow-up.

When to refer calls to an Agent:

1. A commercial client.
2. You have exhausted all resources and can't find the answer.
3. You found the answer but are unsure and want confirmation from an agent.
4. You find yourself completely at a loss.
5. If any of the above is true, fill out a yellow AGENT FOLLOW-UP form found in the desk file drawer.

When and Why to leave a Follow-up Log

1. If you have successfully found the answer but the client is not home.
2. If the question or problem is going to require further research. Be sure to leave complete information on what research you have already done.
3. The Follow up Log should be filed in the Log Book with that days pages.

When and Why to fill out a Bug Info Log

1. When a client brings in an insect specimen, and you are not able to identify it, or want clarification of the species name, you can refer the insect to the Insect Committee. The instructions for receiving an insect specimen from a client are located on the freezer used for storing insects in the Plant Clinic office.

How to take in a soil sample

1. Costs: $20 for the public; $10 for Master Gardeners. This is taken care of at the front office.
2. Make sure the client has 1 cup of dry soil free from rocks and debris.
3. Make sure you get the clients name, address, phone, and date on the soil sample.
4. Place the sample in the soil holding box and call Patrice Glasscock to let her know a sample is ready for testing.

THINGS TO LEARN / DO BETWEEN CALLS

1. Familiarize yourself with the library and the reference materials.
2. When mailing out publications make sure that you mail a copy, not the original and make sure you are sending the most current information available. If you are not certain, check with Mary.
3. Check out web sites on the computer. The most used sites are represented by a line of icons at the bottom of the computer screen.
4. Review the Insect Committee's guidelines on how to handle, store and otherwise deal with specimens.
5. Practice using the microscope.
6. Locate time sheets and other pertinent items such as the calendar, Clinic masters folder, and Chapter meeting minutes.
7. Look through the files; they are a wealth of information. Everything is in alphabetical order with the exception of insects. It is such a large group that we filed them all under I for insect and then in alphabetical order within that group.

CLOSING THE OFFICE

1. Make sure you give yourself enough time to complete all tasks before 4:00.
2. Make sure that you have called all MGs scheduled to work in the Plant Clinic the next day.
3. Organize and re-shelve any books you have used.
4. Delete all phone messages that have been resolved.
5. Delete all email messages that have been resolved and shut down the computer.
6. Empty trash and scrap paper.
7. Put all pencils and pens away.
8. Take any Agent Follow-up forms to front office.
9. Turn off the microscope light, office lights and fans. Lock the office.

REMINDERS:

We cannot answer questions regarding cannabis.

Do not use your cell phone in the Plant Clinic office or Extension hallway.

Remember you are in an office where agents are working, so please refrain from loud conversations.

Smokers must go outside and away from open windows and at least 10 feet from the building.

At days end, follow the closing procedures posted on our desk top.

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