

SITE VISIT POLICY FOR MASTER GARDENER VOLUNTEERS

A site visit is an exception rather than the rule. A site visit is warranted when other options are not practical or possible in providing a solution to a lawn, landscape, or garden problem. No on-going commitments for any service beyond the site visit are implied. Other options to utilize first are:

- 1. The homeowner brings an appropriate sample to either office or to a plant clinic.**
- 2. A telephone call**
- 3. Email or text with photos attached**
- 4. Mail correspondence, including appropriate publications**
- 5. The homeowner attends an education event, such as a seminar that pertains to their issue**
- 6. The homeowner submits a soil sample**

If other options are exhausted and it is determined that a site visit is necessary, information should be provided to the Site Visit Coordinator and he or she will schedule the site visit.

Master Gardeners performing site visits must adhere to the

following:

- 1. The site visit is for a single residential property in Okaloosa County.**
- 2. Never go on a site visit alone.**
- 3. Wear your nametag during the site visit.**
- 4. Focus on cultural conditions, management and plant selection in the lawn, landscape, or garden. DO NOT render landscape designs, apply pesticides, fertilizers, determine if a tree is hazardous, or do physical work such as installing landscape plants, mowing lawns, pruning plants or other landscape jobs that are covered by professional, certified, or licensed experts.**
- 5. Do not provide cost estimates for plant material, labor, or other products.**
- 6. Do not endorse or recommend specific businesses or products.**
- 7. May choose to demonstrate a process such as pruning a rose or flushing with soapy water to check for mole crickets.**
- 8. All recommendations made must be according to need and based on approved University of Florida Extension recommendations.**
- 9. Records keeping is to be accurate, and a report filed based on the visit on the appropriate form and submitted to the Master Gardener Volunteer office in Crestview within seven (7) days of the site visit.**