

At Home Plant Clinic Teams Guidelines

Two people per team. At least initially, encourage 2021 class members be paired with a current MGV.

Sign up for a specific week at a time in the BI system, the posting will be listed on Mondays. Signup lists will be provided to Ext Office staff who will forward emails.

Any emails that come in during that week to either the Extension Office or MGV email will be forwarded to those 2 people. Initially this will be limited to one email per day.

Team should research, collaborate (by phone, email, or in-person), decide on response, and decide who will respond.

Response can be made two ways:

1. Send to Wakulla MG email address (wakullamg@ifas.ufl.edu) so that it can be forwarded by Ext Office staff to original sender without including the MGV's personal email address.
2. Go into MGV office and respond from the PC on the workstation and the MGV email account there.

Wakulla MG email account has a folder created for storing emails and responses: MG Contacts and Responses. Save incoming "Plant Clinic" emails and responses here.

Initial contact with sender should be made within 48 hours.

Contact with emailer should use same subject as the original inquiry email and begin with explanation of who you are.

Suggested introductory wording:

My name is XX XX and I am a UF/IFAS Wakulla County Master Gardener Volunteer who has been assigned to research and respond to your question.

In your response, include links to the source of your information. (UF or other trusted sites)

If you are answering the question (as opposed to asking for more information) be sure to thank them for contacting the Wakulla Count Extension Office, encourage them to contact again with other questions, and ask them to tell their friends and neighbors about us and our services.

If you and your teammate are unsure of a correct response, forward the email to Dr. Pat and ask for assistance.

Close with your name followed by 'Wakulla Master Gardener Volunteer'.

Enter volunteer hours under 'Plant Clinic' and include contact Feedback/demographics.