

New Castle County Master Gardeners

POLICIES & PROCEDURES MANUAL

Items in the Policies & Procedures Manual are organized by topics, in alphabetical order (e.g., Conference Rooms). Topics are in **bold** and underlined. Hard copies of the complete Manual will be distributed to the following: Steering Committee members, Extension Educator, Horticulture office assistant, and one copy in the Master Gardener Office.

Members can access the Manual through the member's link on the Website.

PROPOSED GUIDELINES
FOR OBTAINING
ADVANCED TRAINING SCHOLARSHIPS

OBJECTIVE

The New Castle County Master Gardener organization acknowledges that some of its members want to attend various meetings/conferences that would benefit themselves and the organization, but they have limited funds. Accordingly, these Guidelines are intended to provide guidance on how members may apply for a scholarship to defray a portion of the cost to attend these meetings/conferences.

PROCESS

The applicant must request the scholarship in writing to the Steering Committee (SC) (preferably via the Program Chair) in advance of the conference registration due date. The applicant must include a copy of the registration form showing the cost of the registration and a copy of the conference program.

Scholarships will be awarded for as long as budgeted funds last in the following priority:

- Applicant must indicate in writing how the requested attendance could result in their being able to provide an educational opportunity for the group, such as a workshop, advanced training, etc.
- Applicant agrees to provide both an oral and at least a one page written summary of the seminar/conference highlights to the membership within 2 months of attendance. (The requirement for an oral summary may be waived with the concurrence of the Program Chair in consultation with the Extension Agent.) After making these reports the member should complete a Master Gardener Expense Reimbursement Form, along with the appropriate receipts, and submit to the Treasurer.
- Scholarships will be the lesser of: 50% of the cost of conference registration or \$ 100.
- Only one scholarship will be awarded to any member in a single year.
- No more than two scholarships will be provided for members to attend the same conference. Requests will be processed in the order received by the Program Chair.

The SC will review applications at the next regularly scheduled meeting and the Program Chair will advise applicants of the action taken.

For Budget Year 2004, all scholarship requests will be reviewed by the SC. Thereafter, the Program Chairperson, in consultation with the Extension Agent, will approve all scholarship requests. If budgeted funds have been exhausted, only the SC may approve additional scholarship requests.

Adopted by membership 4-07-04

THE MASTER GARDENER ARCHIVIST/HISTORIAN

- The New Castle County Master Gardener Archivist/Historian
- shall collect, arrange, and describe the archival and historical records of the New Castle County Master Gardener organization,
 - shall establish the mission and collection policy of the Archives and History,
 - shall appraise and evaluate all incoming Master Gardener organizational records, eliminating at his/her discretion any "unnecessary" records,
 - shall prepare an annual archival/historical record report for the Steering Committee,
 - shall establish procedures for access to the Master Gardener archival and historical collection,
 - shall obtain and organize important Master Gardener organizational documents and organize them for future reference,
 - shall protect the integrity of the Master Gardener records and historical artifacts in his/her custody by guarding them against defacement, alteration or theft, and shall protect them against physical damage by excessive exposure to light, dampness, or dryness.

MASTER GARDENER GUIDELINES
FOR USE TO CONVEY
EXPRESSIONS OF BEREAVEMENT

DEATH OF:	Card from membership	Name added to plaque in teaching garden (only with family concurrence)
Master Gardener	X	X
MG's Spouse or Partner	X	No

Note:

These Guidelines are to take effect as of January 1, 2006

These Guidelines are intended to provide guidance to the Steering Committee and Secretary who may use discretion to broaden them.

These Guidelines were adopted by the Steering Committee on January 16, 2007.

NEW CASTLE COUNTY MASTER GARDENERS BYLAWS

I. Name and Purpose

The name of the organization is New Castle County Master Gardeners. This organization is a volunteer group under the auspices of the University of Delaware Cooperative Extension System whose designated purpose is to extend the ability of the Cooperative Extension to educate and address the horticultural problems of residents in the State of Delaware. It is the policy of the Delaware Cooperative Extension System that no person shall be subjected to discrimination on the grounds of race, color, sex, disability, age, or national origin. Master Gardener programs fit into one of two categories—education or public service.

II. Membership

A. All prospective members must successfully complete a basic training course sponsored by Cooperative Extension in New Castle County.

B. Master Gardener Interns (prospective members who have completed the training course) have the right to vote at meetings and stand for officer and committee leadership positions. Before the end of the calendar year of their course of training, they must complete 40 hours of volunteer service and 5 hours of approved advanced training. Upon completing these required hours of service and advanced training, interns will become members of the New Castle County Master Gardeners.

C. Responsibilities: In subsequent years members must contribute at least 30 hours of volunteer service and complete 5 hours of approved advanced training in each calendar year to remain members of the New Castle County Master Gardeners. Master Gardeners who fail to comply with this service requirement for a period of two years will be dropped from the Master Gardener rolls.

D. The President of Master Gardeners, with the advice of the Horticultural Agent, may grant a leave of absence for up to eighteen months to Master Gardeners who cannot fulfill advanced training and service requirements or who have become limited in their physical ability to fulfill the requirements.

E. All Master Gardeners, including those on leave of absence, must renew their annual registration if they wish to remain on the rolls.

F. Members need not reside in New Castle County, but only volunteer work within New Castle County will count towards membership service requirements unless other arrangements are made with the President with the advice of the Horticultural Agent.

G. Master Gardeners who have ten years of service and are of a chronological age of sixty years in the current year may request the status of Emeritus/Emerita Senior Master Gardener and will receive a wallet-sized identification card. At the presentation of the card, they may choose to:

1. retire as an Emeritus/Emerita Senior Master Gardener as a consultant, or,
2. remain as an active Emeritus/Emerita Senior Master Gardener

Responsibilities and privileges of an Emeritus/Emerita retired Senior Master Gardener:

1. has all the rights and privileges of a Master Gardener, except the right to vote,
2. must record all consulting service time,
3. is not required to meet Master Gardener service or registration requirements.

Responsibilities and privileges of an Emeritus/Emerita active Senior Master Gardener:

1. has all the rights, privileges, and responsibilities of a Master Gardener, except they do not have to meet the full service and advanced training time requirement,
2. must record all service and advanced training time.

H. All Master Gardeners are expected to:

1. abide by Cooperative Extension policy,
2. be members of at least one Standing Committee,
3. participate actively in the Committee(s) selected,
4. maintain current time records and report them on a quarterly basis to the Time Keeper.

III. The Master Gardener Title

A. After the successful completion of training and the first year's volunteer service, permanent nametags will be awarded.

B. Membership tags should be worn at Master Gardener meetings and when performing volunteer work under the auspices of Master Gardeners.

C. The Master Gardener name is not to be used to advertise or endorse a business or any other activity not connected with Master Gardeners.

D. Master Gardeners should avoid recommending specific commercial products or service companies when giving advice as Master Gardeners.

IV. Election and Duties of Officers

A. The officers shall consist of a President, Vice-President, Secretary and Treasurer. The Vice-President shall become President the year following the current President. There is no specific vote for President, since the current Vice-President will succeed to the Presidency after serving as Vice-President for one year.

B. At the September monthly meeting, the President will appoint a nominating committee of at least three Master Gardeners from different classes. The President and the nominating committee will develop a slate of candidate(s).

C. Officers and Chairs may succeed themselves under special circumstances.

D. Election of officers will be held at the October meeting. The President and the

nominating committee will present their slate of candidate(s) at this time. Additional nominations may be made from the floor. Voting will be by Master Gardeners present at the meeting by simple majority. Officers will assume their duties after the close of the January meeting.

E. Midterm vacancies of officers' positions shall be filled as follows:

1. within two weeks of knowledge of a pending vacancy, the President will appoint a nominating committee of three Master Gardeners.
2. within two weeks of formation of the nominating committee, the committee shall provide a slate of at least one candidate, and a ballot shall be mailed to the membership.
3. deadline for return of ballots (of approximately two weeks) shall be indicated on the ballot. Ballots received after the deadline will not be counted in the final vote.
4. the elected officer(s) shall assume duties of the office immediately and for the remainder of the term of the predecessor.

F. The President shall:

1. serve one year as President.
2. preside over the monthly meetings and the Steering Committee, including preparation of agendas.
3. prepare an annual report with the assistance of the Chairs for presentation to the Horticultural Agent by December 1.
4. meet with the Horticultural Agent to discuss the annual report and other matters of concern to the Master Gardeners.
5. confirm replacement of Chairs of Standing Committees with the advice from the Horticultural Agent.
6. host all activities relating to Master Gardeners or appoint a substitute.
7. appoint, after consultation with the Steering Committee and the Horticultural Agent, the following positions:
 - (a.) The Master Gardener Trainer: who shall, for two training classes, work with the Horticultural Agent, the Publicity Committee, and the Training Committee to prepare a new class of Master Gardener interns.
 - (b.) The Master Gardener Time Keeper: who shall record all service and advanced training hours for Master Gardeners, issue a quarterly and end of year report to the membership, and shall consult with the Horticultural Agent and the Steering Committee about definitions of the service and advanced training requirements, and shall serve a two year term.
 - (c.) The Master Gardener Archivist: who shall keep the Master Gardener Archives and other relevant materials and who shall serve a two year term.
 - (d.) The Master Gardener Workshops Registrar: who shall be responsible for collecting Workshop fees, preparing class rosters for workshop instructors and reporting, periodically, on Workshop attendance and income and who shall serve a two year term.

G. The Vice-President shall:

1. serve for one year as Vice-President succeeding the current President the following year.
2. be responsible for Master Gardener advanced training.
3. assist the President in the administration of the current Master Gardener program.

H. The Secretary shall:

1. serve for a period of two years.
2. record the minutes of the Steering Committee and all monthly meetings.
3. handle all social correspondence for the group.

I. The Treasurer shall:

1. serve for a period of two years.
2. have custody of the funds in the Master Gardener bank account.
3. maintain an accurate account of receipts and expenditures.
4. make disbursements at the direction of the Steering Committee in accordance with accepted accounting practices and the Master Gardener Bylaws.
5. make a monthly report on income, disbursements and the current balance to the membership.
6. provide the Standing Committee chairs with an itemized report of income and expenses at each Steering Committee meeting.
7. assist the President as needed in preparing the annual budget.

V. Standing Committees

A. A Committee Chair will serve for a period of two years. In the event that a Committee elects to have co-chairs on an ongoing basis, then the first time that the Committee so decides, the co-chairs must decide between themselves at the beginning of their tenure who will serve a one-year term and who will serve a two-year term. The Committee would then elect a co-chair every year. This will assure continuity of leadership of the Committee and representation on the Steering Committee. Each standing committee will have one vote in the Steering Committee. If both co-chairs of a standing committee are present, each is entitled to one-half (0.5) vote in the Steering Committee.

B. A Committee Chair needs to submit the name of a suitable and willing replacement from within the Committee to the President well before her/his tenure is completed. The President must confirm the new replacement with the advice of the Horticultural Agent.

C. Each Committee should meet on a schedule dictated by the needs of that Committee.

D. All Master Gardeners are expected to work within the budget for project expenses, including notifying Committee Chair of expenditures.

E. Committee Chairs need to:

1. prepare a charter with their Committee defining the purpose, objectives, organization and members' responsibilities, if one does not exist.
2. review an existing charter yearly to assure relevance. Any new or revised charter

must be approved by the Steering Committee with the advice of the Horticultural Agent.

3. keep charters on file at the Extension office.
4. assess training requirements specific to their Committee's activities and see that they are initiated with assistance from the Horticultural Agent.
5. select a candidate from the Committee as a replacement with advice from the Horticultural Agent.
6. have a replacement trained before their term as Chair is completed.
7. submit an annual report by October 1 to the President on the Committee's accomplishments for the year.
8. prepare a list of members and monitor participation of members.
9. handle all correspondence and contacts pertaining to the Committee's charter with the advice of the Horticultural Agent.

F. The Standing Committees of the New Castle County Master Gardeners are:

1. **Display and Demonstration Gardens** - Plans, implements and maintains gardens and plots.
2. **Programs** - Plans and implements programs to be presented at the monthly Master Gardener meetings; plans other events and activities for Master Gardeners outside regular meeting times.
3. **Youth Education** - Provides technical support and outreach to public and private educational institutions and youth groups, faculty, staff, and students and their families.
4. **Telephone and Diagnostics** - Responds to telephone and written inquiries from the public; provides information at plant clinics.
5. **Workshops and Speakers** - Plans and implements public education programs offered in Extension facilities and to community and business groups; develops and maintains literature and audiovisual collections.
6. **Publicity** – Provides publicity for the Master Gardener organization to the community and the University, and collaborates with the other Standing Committees in publicizing their programs.

VI. The Steering Committee shall:

A. Consist of a President, Vice-President, Secretary, Treasurer, and Committee Chairs, including the Horticultural Agent as advisor.

B. Meet every other month and at the request of the President.

C. Discuss the management, operations and interrelations of Committees and functions, as well as other issues of concern.

D. Approve new or revised Committee Charters with the advice of Horticultural Agent.

E. Review advanced training programs proposed by the Vice President and the Horticultural Agent.

F. Review proposed amendments and revisions to the Master Gardener Bylaws.

G. Shall send a copy of the Steering Committee meeting minutes to the Master Gardener membership.

VII. Project Submittal and Approval

A. A proposed project must be submitted to the appropriate Committee for approval. Contact the President or Vice-President if uncertain of the proper Committee.

B. The Committee will determine if the proposed project is of educational value to the public (Master Gardener mission) and is worthwhile, considering the time and staff required, and/or extends goodwill to the community. The Chair should discuss the proposed project with the Horticultural Agent as appropriate.

C. If an approved project is too large for a specific Committee, the Chair can contact other Committee Chairs and/or the general membership at a monthly meeting for assistance. A “sign-up” sheet would be appropriate for this purpose.

D. If the appropriate Committee is not willing to take on the proposed project because it has little or no educational or community value, or there is no interest among the Committee members to pursue the project, it will not be considered as a Master Gardener sponsored project, and therefore no Master Gardener service hours and funding will be given.

E. All “sign-up” sheets will be available at all meetings.

VIII. Volunteer Time

A. Volunteer time must be recorded quarterly on individual time sheets.

B. Travel time is included with volunteer service time.

C. Attendance at each Master Gardener monthly meeting counts as one hour only; travel time is not to be included.

D. The actual program time including travel time is counted for other meetings related to Master Gardener projects.

E. Hours spent in activities provided for Master Gardeners’ personal interest and recreation, such as garden tours, etc., are not counted as service time but may be appropriate for advanced training time.

IX. Advanced Training

A. Cooperative Extension will offer advanced training to Master Gardeners that is designed to enhance their skills and knowledge. Other programs offered through the University, Longwood Gardens and other institutions may also qualify for training credits. The Steering Committee, with the advice from the Horticultural Agent, will determine which programs qualify.

B. The Steering Committee, with advice from the Vice President and the Horticultural Agent, will determine what advanced training programs are needed.

C. Suitable subject areas for Master Gardener advanced training include, but are not limited to, pest and disease management, writing for the press, influencing public policy, graphic design and layout, audiovisual resource development, educational methods, program assessment, and protecting environmental quality.

D. One hour advanced training credit will be issued for each hour of workshop, lecture or class time. Training hours do not include travel time.

X. Finances

A. Master Gardener funds will be spent for educational purposes and activities consistent with Master Gardener policies and those of Cooperative Extension.

B. All monies received by the Treasurer or the Workshop Registrar will be deposited in the Master Gardener bank account.

C. Income

1. All fees for workshops, speakers and projects, and donations are to be given to the Treasurer or the Workshop Registrar for deposit.

2. All checks should be made out to "New Castle County Master Gardeners."

3. Monies received by individual Master Gardeners for services and lectures on behalf of Master Gardeners are to be given to the Treasurer.

D. Disbursements

1. All payments are to be made from the Master Gardener bank account or petty cash held by the Treasurer.

2. All checks must be signed by the Treasurer, President or Vice President.

3. Members will submit all bills and requests for reimbursement (with receipts) to the Treasurer using the form provided.

E. Financial Decisions

The appropriate Standing Committee Chair and the Treasurer must approve non-budgeted expenditures. Plans to spend more than \$250 that has not been budgeted must be approved by the Steering Committee, and then presented at the next monthly meeting to the members present for approval by majority vote.

F. Budget

1. All Standing Committees will submit to the Steering Committee a proposed budget for the next calendar year by October 15.

2. The Steering Committee will prepare a total budget and present it to the general membership for approval by majority vote at the January meeting.

3. A new budget begins with each calendar year.

4. The Steering Committee will determine a reserve amount each year.

G. Annual Audit

An annual audit will be performed by a Committee consisting of two Master Gardeners appointed by the President at the December monthly meeting. This Committee will report its findings at the February meeting.

XI. Amendments and Revisions

These Bylaws may be amended at any monthly meeting by a majority vote of the members present provided that notice of the proposed amendment shall have been given at the previous meeting and sent out to all members. Proposed changes, suggestions, and comments shall be submitted in writing to the President at least two days before the day of the vote. At the monthly meeting at which the vote is to be taken, the membership present will have the opportunity to discuss and come to consensus only on the submitted written comments. No additional revisions will be accepted from the floor. If consensus cannot be reached at the meeting in a reasonable length of time, the President shall appoint a bylaws review committee to further consider the issues raised and to arrange for finalization of any amendments. Any approved amendment shall have an effective date specified and be noted in the Bylaws.

XII. Awards

A. On completion of five years service as a Master Gardener in good standing, the Steering Committee is authorized to award a special silver identification badge.

B. On completion of ten years service as a Master Gardener in good standing, the Steering Committee is authorized to award a Master Gardener gold identification badge.

C. On completion of fifteen years service as a Master Gardener in good standing, the Steering Committee is authorized to award a special gold identification badge with 15-year crest.

Amended ByLaws approved 5/7/08

Guidelines for the MG Circulating Library

1. Any Master Gardener who wishes to participate in the MG Circulating Library will send his/her list of gardening books to Sandy (speralta@udel.edu). She will add the list to the 'MG Circulating Library' section on the MG web site. Send your lists as a Word document and she'll create a PDF file (so it cannot be changed on the web. If you change anything on your list, you'll have to send the change to Sandy. Please don't make a lot of changes though!
2. Anyone wishing to borrow a book will contact the "lender" (the person who owns the book) directly and arrange for picking up and returning the loaned book.
3. Normally, the "lending period" will be two months, unless an arrangement is made between the "lender" and the "lender" (the person borrowing the book) about a shorter or longer lending period.
4. A borrowed book will be absolutely returned on the agreed upon return date, unless another arrangement has been made between "lender" and "lender."
5. Of course, a "lender" cannot turn around and lend the book s/he has borrowed!
6. Lenders should either write their names in their books, or put their favorite garden bookplate in their books, for identification purposes.

Delaware Master Gardener Code of Conduct

This is a contractual agreement accepted by volunteers who commit to the Master Gardener Program. Just as it is a privilege for Cooperative Extension to work with individuals who volunteer their time and energies to our Master Gardener Program, a volunteer's involvement in Delaware Master Gardening is a privilege and a responsibility, not a right.

1. Master Gardeners are expected to identify themselves only when doing unpaid volunteer work in the Master Gardener program.
2. Master Gardeners are advised not to advertise their name or their place of business and not to be listed on the advertisements of business places as Master Gardeners.
3. Appearing at a commercial activity, having association with commercial products, or giving implied University or Extension Service endorsement of any product or place of business is disallowed.
4. It is permissible for Master Gardeners to accept unsolicited reimbursements or gifts when speaking to groups. It is acceptable to request reimbursement for personal travel.
5. In making recommendations which include the use of chemicals (e.g. insecticides, herbicides, and fungicides), Master Gardeners are to follow published Cooperative Extension Service recommendations.
6. Master Gardeners are expected to follow state and federal laws and regulations as well as University of Delaware and Delaware State University fiscal policies and guidelines.
7. Master Gardeners must provide proper accounting of all funds that enter and exit Master Gardener accounts.
8. Master Gardeners should treat others in a courteous, respectful manner and demonstrate behaviors as positive role models.
9. Master Gardeners must make all reasonable effort to assure that their programs are accessible to Delaware residents without regard to race, color, religion, gender, national origin, ancestry, marital status, familial status, sexual orientation, or disability.
10. Master Gardeners should accept supervision and support from professional Extension staff while involved in the program.

I have read and understand the Code of Conduct outlined above. I understand and agree that any action on my part that contradicts any portion of these expectations is grounds for the suspension and/or termination of my volunteer status with the Delaware Master Gardener Program.

Signature of Master Gardener Volunteer

Date

Reserving and Ordering Conference Rooms, Equipment and Materials

We have the resources we need for an effective presentation at our fingertips, but they are in short supply. Plan ahead to order, reserve, and pickup the resources you need for your presentation.

To reserve equipment and keys, and to make arrangement for pickup and return, contact the Extension office at 302-831-2506. The office keeps a date book for equipment and meeting room reservations.

The NCC office provides after-hour access to its meeting rooms by prearranged pickup of a key and “key card” during regular business hours; the key is for unlocking the conference room, while the “key card” allows you to enter the building after hours.

Room reservations can be made online at the following website:

<http://ag.udel.edu/extension/ncc/ncc-conference-rooms.php>

On the conference reservation form, you must indicate what time you would like the Extension doors to open for your program participants. For instance, if you have a 7:00pm workshop you will need to program the doors to open at 6:30pm for your students. You will also need to indicate what time you would like the doors to lock behind your participants- typically one half-hour after the program has started.

The NCC office is open M-F, 8:00 – 5:00. It is always a good idea to call ahead to make sure someone will be available. The office is closed on the following holidays: Martin Luther King Day, Memorial Day, Labor Day, Thanksgiving (Thursday and Friday) and the week between Christmas Eve and New Years Day. NCC Cooperative Extension also closes and/or cancels all programs when the University closes, or if the Christina School District closes or dismisses early due to bad weather.

Audiovisual and display equipment is under separate lock and key, and must be picked up and returned during regular office hours, M-F, 8:00 – 5:00.

Return the equipment the next business day. Be sure to check the reservation book to see both who has reserved the equipment before and after your reservation.

Test the equipment before you take it—be sure all the cords, cables, transformer, locks, brackets, fasteners, and instruction manuals are in the case before you take it; and, make sure that all of these items are returned to the case before you bring it back. Also, please report any equipment problems to the Horticulture agent immediately.

I. Meeting Rooms

All three NCC Office meeting rooms have Internet, telephone and UD cable TV connections.

- Room 144 (the small conference) seats up to 10 people around a conference table. There are two dry-erase boards.
- Conference Room A seats: 60 without tables, 45 with tables
- Conference Room B (the kitchen-side) seats: 45 without tables, 30 with tables

The moveable dividers between Conference Room A and B allow for a larger conference room that could seat: 75 with tables, 100 without tables

Fisher Greenhouse, behind the College of Agriculture & Natural Resources, has two classrooms. These are reserved through the Dean's office at 302-831-2501.

- One is a classroom with about 40 desk-chairs, chalkboard, and slide projector.

- The other room has a lab bench setup with about 24 seats, wet lab sink, slide projector, overhead projector, VCR-TV, and chalkboard.

Evening hours are most likely to be available. Daytime hours during the fall and spring school semesters are nearly impossible to book. Even though the equipment is in the room, it is advisable that you bring your own projectors in case the equipment malfunctions.

II. NCC Extension-owned Equipment

Room 144 Media Cabinet:

- Carousel slide projector
- overhead transparency projector
- small VCR and monitor
- large VCR and monitor
- laptop computer
- Epson computer projector
- Dell computer projector
- Sony digital camera
- Canon digital video camera

130A MG Room:

- Computer and printer (Software: Win XP Pro, MS Office 2000, Acrobat 5)
- Microscope and computer for diagnostics work

III. NCC MG-owned Equipment

- Laptop computer
- Slide projector on cart
- PA system
- Sony camcorder w/ tripod
- Epson multimedia projector

The MG storage room (at the back of the building) is filled with wonderful MG supplies. There is a folder in room 130A with pictures of everything stored in this room.

IV. MG Forms and Paper Supplies

The MG Phone team cubicle is in room 130A. In this room you will find file cabinets and large storage cabinets filled with MG forms, folders, letterhead, slide sets, and other resources that may be checked out for use away from the office.

V. Extension Publications

If you need to order copies of Extension fact sheets, order at least 2 weeks in advance from the Horticulture secretary at 302-831-2506.

Current Cooperative Extension fact sheets or booklets from the horticulture publications list are the only ones you should distribute. If you are in doubt, contact the Extension Educator.

The Extension Educator must approve other Cooperative Extension materials or those that you create, before distribution. If you create a handout, it must be on MG letterhead that includes contact information and the civil rights statement. See the “Layout Guidelines for Handouts” for more information.

The NCC Office photocopy machines are for jobs of less than 50 copies total. For larger jobs, the materials must go through UD Graphics or a commercial vendor. See the “NCC Extension Photocopy Guidelines” for more information.

To use the University Graphics Services, allow two weeks; keep in mind that they are very busy at mid-term and the end of the semester. Sometimes it is easier, faster and cheaper to use a commercial quick-copy shop. Be aware that copyright laws may prohibit duplication unless you have written permission from the copyright holder. Check with the Extension Educator if you have questions or concerns.

For distribution of more than one document at a workshop or as a teacher’s packet, use a NCC MG folder and include a NCC MG business card, current brochures for Workshops, Junior Gardeners, Expert Eye, training recruitment, etc. For a complete list of what to include in a folder, please see the “NCC Extension Photocopy Guidelines.”

Application for Emeritus Senior Master Gardener

University of Delaware New Castle County Cooperative Extension

Name, Training Year: _____

Address: _____

Phone Number: _____ E-mail Address: _____

The MG Bylaws outline that you must fit the following two requirements to request Emeritus Senior MG status. Please ensure that you fulfill these two requirements by placing a check in the box next to the requirements.

I have **10 or more years of service** to the UD NCC Cooperative Extension MG organization AND I am **at least sixty years of age**.

Once your application has been approved, do you intend to:

Retire and act as a consultant.

OR

Remain active.

If you have selected **Retire and act as a consultant**, please read through the following responsibilities and privileges of a Retired Senior MG as outlined in the Bylaws, and sign below.

- 1. I have all the rights and privileges of a MG, except the right to vote.
- 2. I must record all consulting service time.
- 3. I am not required to meet MG service or registration requirements.

If you have selected **Remain active**, please read through the following responsibilities and privileges of an Active Senior MG as outlined in the Bylaws, and sign below.

- 1. I have all the rights, privileges, and responsibilities of a MG; and, although I am not required to meet the full 30 hour service requirement, I will continue to acquire 5 hours of advanced training per year.
- 2. I must record all service and advanced training time.

Please sign here to indicate that you understand, and will fulfill, the responsibilities and privileges of your new MG Status.

Signature: _____ Date: _____

DIRECTIONS FOR USING THE GATEWAY LAPTOP AND THE EPSON PROJECTOR

The Projector

1. **With the computer off**, connect the AC power cord (bottom left on back of projector); then plug the other end of cord into AC outlet
2. Connect the blue-tipped connector to the back of the projector: plug into **Component 2 slot** (2nd from left; top row); tighten the two fasteners on either side of the connector plug
3. Connect the other end of the blue-tipped connector into the laptop (this does not screw-in/fasten)
4. Take the lens cap off the projector
5. Use the power button to turn on the projector (projector **MUST** be turned on before laptop)—green light will flash if it is powering up—this may require that you press the power button again once you have the laptop powered up.

The Laptop

1. Connect the AC power cord (lower left corner on back of laptop) into the laptop and into an AC outlet; open cover of laptop
2. Turn laptop on: top right corner of laptop
3. You will be prompted to press Control-Alt-Delete at the same time
4. You will be prompted to enter the MG id and password: the password is “461NCCmg” (note that NCC is in caps; mg is in lower case)
5. You may get another screen; whatever it is just exit it
6. If you see the Desktop on the screen but not on the laptop screen, you will need to toggle the FN and the F4 keys once or twice until you see the Desktop image on the projected screen and on the laptop’s screen
7. Insert your CD into the CD drive (front left side of laptop)
8. If you have prepared a CD with PowerPoint, it should come right up on the screen; if you’ve not prepared a CD with PowerPoint, but have a PowerPoint presentation on your screen, go to “My Computer” and double-click on the “D” (or CD) drive to bring up your CD

The Pointer

1. Slide out the “key” from the wide top of the pointer (near green label). Insert this “key” into a USB port (there are 2 USB ports located on either side of the laptop, so just choose one) on the MG laptop
2. Turn on the pointer. There is an “on-off” button on the side of the pointer. **Make sure that you turn the pointer off when you are finished.** This pointer is battery operated, so an extra set of batteries has been placed in the laptop case should you need it.

If for some reason—the bulb doesn’t go on; the toggle doesn’t make it work, etc.—so that you cannot use the projector, you can hook the laptop up to a TV monitor using the connector cable. Change “input” on the TV monitor to “PC” and play the CD on the laptop.

EXTENSION

NCC Master Gardeners Resources and Procedures

Communications:

New Castle County Cooperative Extension
University of Delaware
461 Wyoming Road, Room #131
Newark, Delaware 19716-1303

Directions to our location can be located online at <http://ag.udel.edu/extension/ncc> or described as follows: From I-95, take the Route 896-North (Newark/UD) exit. Follow Route 896 North to Route 4. Turn right on Route 4. Follow Route 4 until you reach Route 72, also known as South Chapel Street/Library Avenue. Turn left on Route 72. Follow Route 72 North until you reach Wyoming Road. Turn left on Wyoming Road. Enter left into the UD driveway. You will then pass the Early Learning Center on your left, the Institute of Energy Conversion on your right, and the NCC Cooperative Extension Office will be in front of you.

NCC Phone (302) 831-COOP
NCC Fax (302) 831-8934

NCC E-mail ncc-ext@udel.edu
NCC website <http://ag.udel.edu/extension/ncc>

MG business cards and bookmarks are available in the MG office. Each MG committee chair, officer and timekeeper has a mail folder on the cabinet inside the MG room. This is where you leave reports, notes, submit program expense receipts, etc. You can retrieve the keys for the MG room from the main Extension office.

Parking:

Parking at 461 Wyoming: The horticulture office assistant issues 6 month parking permits for each MG- they are yellow in color and must be displayed in your window at all times when parking in our lot. If you forget your parking permit, you can park in the 15 minute visitor parking for short term, or if necessary, you can request a temporary, one day parking permit from the office. If you receive a parking violation while parked in our parking lot, it will be your responsibility to rectify the violation.

Parking at Townsend Hall: Parking permits are available by request from our Extension office, or on the second floor of Townsend Hall in the Ag Services Office.

Library Cards: Active MGs qualify for this privilege. New cards are available on or about July 1 each year and are issued based on the current MG roster. Go to the Morris Library- at the circulation desk they will have a copy of the roster, let them know who you are, present your photo ID, and the library will issue a library card good through spring.

University E-mail account: Active MGs qualify for this privilege. Please contact your horticulture educator for more information.

Confidentiality and Referrals:

All MG personal information is confidential and is not to be distributed to outside individuals or groups. In a few cases mailing information will be provided in-house to University related offices and groups. Information gained from contacts and work with clientele is also confidential.

If clients ask you about whom to contact with a gardening service or project request or question, refer them to the Extension office. Do not release names or phone numbers.

Speaker's Fees and Honoraria:

Donations ("fees") support our operating budget for our direct educational activities. Planning a budget for your activities, specifically workshops, includes building a cushion so that extra money results, allowing for the growth and development of NCC MG outreach.

With few exceptions, any presentation you give before an adult audience falls into the Workshops and Speaker's Bureau committee- let your host group know that do accept donations- a recommended donation is \$50.00. However, depending on the group, the donation may be variable, or we may honor their request without a donation. We never turn away a request if someone cannot provide a donation. In fact, New Castle County libraries are unable to provide a donation, and we honor their requests regardless. If there are questions regarding program donations, please consult your committee chair and the horticulture educator.

Payment by check is preferred, payable to "NCC MG." Some groups may require a Federal ID number for tax purposes before they can issue payment- please contact the horticulture secretary for this information. Instruct the host to mail payment to the address above, "Attn: Master Gardeners." The money you collect then goes to the treasurer.

MGs who represent themselves to the audience as a MG in official capacity must wear their name badge at all times. If you are "working on your own" you may not wear your name badge- you may, however, mention that you are a member of the NCC MGs (if indeed you are active at that time).

Often, groups will present an unsolicited token gift (plants, garden tools, crafts, etc) to the MG present- it is ok to accept on behalf of the NCC MGs and keep for yourself. Some MGs have donated speakers' gifts of books or equipment for NCC MG use.

upd. CJM 12/3/08

Who's Who at NCC Cooperative Extension?

Professionals

Maria Pippidis	County Director and Educator Family & Consumer Science	pippidis@udel.edu
Carrie Murphy	Educator Ornamental Horticulture	cjmurphy@udel.edu
Anna Stoops	Educator Agriculture & Natural Resources	stoops@udel.edu
Katie Daly	Educator 4-H & Youth Development	kdaly@udel.edu
Jordan Ashby	Educator 4-H & Youth Development	jashby@udel.edu
Cindy Genau	Educator Community & Traffic Safety	cgenau@udel.edu

Support Staff

Sharon Lucabaugh, Office Coordinator Agriculture & Horticulture	sharonlu@udel.edu
Bonnie Ross, Senior Secretary 4-H and Youth Development & Families	blross@udel.edu
Sandy Peralta, Senior Secretary Web Design, Publicity	speralta@udel.edu

Special Programs

The Garden Line (home lawn, garden and pest questions)	302-831-8862	garden-line@udel.edu
Expanded Food & Nutrition Education Program (EFNEP) Carmella Johnson, Nutrition Assistant I		
After School Program, 4-H & Youth Development Carol Scott, Director		

Gift Fund Guidelines

Gifts of monies to the New Castle County Master Gardener “Gift Fund” are likely to be of two kinds: unrestricted gifts and restricted gifts.

Unrestricted funds are given by a donor to the Master Gardener Gift Fund with no specific or pre-determined purpose or intent in mind as part of the donation. New Castle County Master Gardeners can, therefore, use unrestricted funds in the Gift Fund for general purposes—as proposed in writing by individual members to the Steering Committee or proposed initially by the Steering Committee itself.

Restricted funds—for example, funds which are specifically designated to be used by or for the Junior Gardener program or its activities—can only be used for the program or activity specified and pre-determined by the donor.

All distributions from the unrestricted account and the restricted account in the Gift Fund must be approved by a majority of the Steering Committee and the Extension Horticultural Educator (or in his/her absence, the County Extension Director).

To make a donation, a brief letter indicating this gift is to support NCC Master Gardeners should be sent; it should outline the intent for use of the money; and it should include a check made out to University of Delaware. This letter can be given to the President of Master Gardeners, the County Horticultural Educator, County Extension Director or sent directly to the Development Office at the University. It would be best if a copy of the letter is sent to the Treasurer of Master Gardeners so that the organization is aware of the donation.

Layout Guidelines for Handouts

This document explains and demonstrates the standards for creating handouts, flyers, brochures and other documents intended for public distribution.

Layout

First page

Use MG letterhead for the first page.

- Margins: Top 3.0 inches, sides 0.7, bottom 1.0

Following pages

- Margins: Top 0.7 inches, sides 0.7, bottom 1.0

Style

Use standard upper and lower case capitalization—no solid caps.

1. Title of handout: Times New Roman, 14 pt bold
2. Body: Times New Roman, 12 pt, flush left, double space between paragraphs, no indent
3. Numbered or Bulleted lists: indent 0.5 inches, then 0.25 again for text

Subtitles: flush left, 12 pt bold, double space between subtitle and body of text

At the end, include a date on the document and the Equal Opportunity statement phrase that appears on all of our documents:

Cooperative Extension Education in Agriculture and Home Economics, University of Delaware, Delaware State University and the United States Department of Agriculture cooperating. Distributed in furtherance of Acts of Congress of May 8 and June 30, 1914. It is the policy of the Delaware Cooperative Extension System that no person shall be subjected to discrimination on the grounds of race, color, sex, disability, age or national origin.

Disclaimers

If you make any pesticide recommendations, include this statement at the end of the document, but before the Equal Opportunity statement:

To protect your safety and to obtain the best results with using any pesticide, always read the label and follow directions carefully.

You may use the names of specific products in order to make the information easier to understand (e.g., Roundup), but do not recommend any particular supplier. If you name any specific products, include this statement at the end of the document, but before the Equal Opportunity statement:

Trade names given herein are supplied with the understanding that discrimination is not intended and no endorsement is implied by the University of Delaware Cooperative Extension.

Citations

Be sure to give credit for any copyrighted text and images. Use this format in your Suggested Readings, Additional Resources or Bibliography section for print material:

From Wang, A.B. (1999). *The Book of Trees*. New York: Little, Brown.

From "Marvelous Mints." (January, 2001). *NCC Living*, pg. 17-19.

Use this format for items retrieved from the Internet:

From Jones, C.D. Date of web page, if any. Title of page, if any. Accessed on January 21, 2004 from <http://www.thejoneses.com/leaves.html>.

To caption images, use the same type of citations for books, magazines and Internet publications, but abbreviated to only the author, year and page number.

References

Lyons, S. (1981). *Basic Botany*. San Francisco: BioPubs.

Created April 2, 2004 by Eva Rotmann-Oehler, Master Gardener.
Updated 02/01/07

To protect your safety and to obtain the best results with using any pesticide, always read the label and follow directions carefully. Trade names given herein are supplied with the understanding that discrimination is not intended and no endorsement is implied by Delaware Cooperative Extension.

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Inclement Weather

The NCC Extension office is open M-F, 8:00 – 5:00. It is always a good idea to call ahead to make sure someone will be available.

The office is closed on the following holidays: Martin Luther King Day, Memorial Day, Labor Day, Thanksgiving (Thursday and Friday) and the week between Christmas Eve and New Years Day.

NCC Cooperative Extension also closes and/or cancels all programs when the University closes, or if the Christina School District closes or dismisses early due to bad weather.

MICROSCOPE AND COMPUTER

DETAILED INSTRUCTIONS

TURN ON THE MICROSCOPE FIRST BEFORE STARTING THE COMPUTER.

Put in the password and I.D.

Double click on the LAS EZ icon.

WHEN EXITING, EXIT LAS EZ FIRST, AND THEN TURN MICROSCOPE OFF.

Focus specimen in microscope.

Image Controls

<i>M = manual</i>	<i>p. 14</i>
<i>Wheel = automatic</i>	<i>p. 15</i>
<i>Bulb down = Auto brightness</i>	<i>p. 15</i>
<i>Bulb up = Incident light</i>	<i>p. 15</i>

<i>Exposure Adjust necessary</i>	<i>pp. 16-17 change only if</i>
--------------------------------------	---------------------------------

<i>White Balance</i>	<i>pp. 17-18 set on LED Optimized (Standard) for default</i>
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Input Options

<i>Configuration</i>	<i>p. 18</i>
<i>Captured Format</i>	<i>p. 19 default is 2048 x 1536</i>
<i>Live Format</i>	<i>p. 19 default is 640 x 480</i>

Calibration Settings

<i>p. 19 check (✓) prior to pressing Acquire button</i>

Magnification

*p. 20
select magnification of
image on microscope*

*Click **OK** to preserve image on screen*

If Annotation (p. 34-41) is desired, preserve a second image for this purpose. (Annotation cannot be removed.)

Saving is automatic; you do not need to save any pictures.

Image Browser

*p. 21 Click on **Browse** to
open viewer panel*

*See **File Information** on pp. 22-26*

Image Viewer

pp. 27-31

Image Gallery

pp. 31-32

**Import & Export Images
Processing Options**

*pp. 32-33
pp. 34-41*

Process Enhancement

Enhancement

pp. 41-42

Orientation

p. 43

**WHEN EXITING, EXIT LAS EZ FIRST, AND THEN TURN
MICROSCOPE OFF.**

*For **HELP**: T. Pierce, U.D. #1346*

NCC MG Mission Statement

“New Castle County Master Gardeners is a volunteer group, under the auspices of the University of Delaware Cooperative Extension system, designated to extend the ability of the Cooperative Extension to address the horticultural and environmental needs of residents in the State of Delaware through science-based education and public outreach.”
[approved by the Steering Committee at the January 17, 2006 Retreat]

MASTER GARDENERS MONTHLY MEETING
Detailed Agenda

Business Meeting

Approval of Minutes

Announcements:

President
Other announcements-

Officers' Reports

Vice President

Trainer

Treasurer's Report

Standing Committee Reports

Demonstrations and Display

- Bellevue
- Teaching Garden
Vegetable Demo Garden
Compost Demo spot

Programs

Publicity

Telephone and Diagnostics

Youth Education

Workshops and Speakers Bureau

Extension Agent- Carrie Murphy

Old Business

New Business

Adjourn

Program



Permission to Use Photograph

University of Delaware Cooperative Extension
New Castle County Master Gardeners
461 Wyoming Road
Newark, Delaware 19716

I grant the University of Delaware Cooperative Extension, their representatives and employees, the right to take photographs of me and my property in connection with the above-identified subject. I authorize the University of Delaware Cooperative Extension, their assigns and transferees, to copyright, use and publish the same in print and/or electronically.

I agree that the University of Delaware Cooperative Extension may use such photographs of me with or without my name and for any lawful purpose, including for example such purposes as publicity, illustration, advertising, and Web content.

I have read and understand the above:

Signature _____

Printed name _____

Address _____

Date _____

Signature, parent or guardian _____
(if under age 18)

Cooperative Extension Education in Agriculture and Home Economics, University of Delaware, Delaware State University and the United States Department of Agriculture cooperating. Distributed in furtherance of Acts of Congress of May 8 and June 30, 1914, Delaware Cooperative Extension, University of Delaware. It is the policy of the Delaware Cooperative Extension System that no person shall be subjected to discrimination on the grounds of race, color, sex, disability, age or national origin.

NCC Extension Photocopy Guidelines

Providing our clients with information on paper is an important part of our mission of “helping people put knowledge to work.” Our publications should be technically accurate, professional looking, and cost-effective. Here are some ways the NCC Extension staff has determined the best way to accomplish this mission.

The photocopy machines at the NCC Extension office are not designed for extended photocopy jobs. The cost to make copies in the office is higher than that of other photocopy services; therefore, please use the following photocopy guidelines:

- Photocopy jobs on the office machine are limited to 50 copies **total** at one time.
- Copy jobs larger than 50 must go to an outside vendor, or to UD graphics.
- Allow extra time for an outside vendor or UD graphics to complete the job (failing to plan ahead does not justify running excessive copies at the NCC office).
- The “1-9-8-6” security code for the copier is for use only in making NCCMG-related materials.
- Whenever possible, set the copier to print on both sides of the paper (duplex) to conserve paper. Ask an office assistant for help if you do not know how to select this option.

Here are some tips for making professional-looking copies:

- Create originals using the ‘Layout Guidelines for Handouts.’
- Use the original laser printer output as your master, from which you create your copies; poor quality copies result from using a copy-of-a-copy.
- Avoid copying photographs, especially if they are from a newspaper, book, or magazine. If the resulting photocopied image looks bad, don't use it. Search for a suitable line drawing to illustrate the concept in your handout, or use a projected image when you are speaking to your audience.
- Trying to copy from an original, printed on colored paper, will result in a speckled or smeary-looking background. In this case, redo the document on the computer and print a fresh master on white paper to use for copying.
- Images with shading, fine lines, and small detail do not photocopy well.
- Be sure the originals feed straight and square.
- If color paper is desired, copy onto pastel colors rather than bright, neon, or hot colors to maintain readability for your clientele.

Remember to attractively package your materials in a NCCMG folder. Include:

- Your handouts
- Current MG brochures such as the Junior Gardener, Workshops, Speaker's Bureau, Expert Eye, and “Who are NCC MGs” brochures
- “How to buy a soil test” slip
- MG business card and bookmarks
- Current Extension calendar

Program Confirmation

Name of Group _____ Today's Date _____
Contact person _____ Title _____
Address _____
Phone _____ Email _____

This letter confirms that New Castle County Master Gardeners are scheduled to make a presentation called: _____
Date _____ Time _____ Phone _____
Place _____
Sponsor/Host/Group Name _____
Number of attendees _____ Notes _____
Donation \$ _____ per person or \$ _____ per session . Make checks payable to NCCMG.

We understand that you will supply the following equipment and supplies:

- Slide projector other _____
- Overhead projector _____
- Projection screen _____
- Microphone
- _____
- TV/VCR
- _____
- Computer & projector
- _____

We understand that we will need to bring the following equipment and supplies:

- Slide projector
- _____
- Overhead projector _____
- Projection screen _____
- Microphone
- _____
- TV/VCR
- _____
- Computer & projector
- _____

As we discussed, it is the policy of the Delaware Cooperative Extension System that all programs conducted by Extension personnel and volunteers be open to all participants, regardless of color, race, age, sex, disability, or national origin. Please make note of this fact in all materials advertising our part of the program.

If you have any questions, please feel free to contact me at:

Sincerely,

Master Gardener, New Castle County Cooperative Extension

Master Gardener Renewal

Return to: MG Renewals
NCC Cooperative Extension
461 Wyoming Road, #131
Newark, DE 19716-1303

Name _____ Class of _____

Address _____ Birth Month & Day _____

City _____ State _____ Zip _____

_____ Name of "significant other"

Daytime Phone _____ Evening Phone _____

FAX _____ Email Address _____

Do you need to get a new or keep an existing University email account to use from your home computer (must be current with volunteer hours)?

Yes No

Do you need a new nametag?

Yes No

If YES - please print name to appear on the tag:

Parking permit needed (one parking permit per Master Gardener):

Yes No

License Plate: State: _____ Number: _____

Describe in detail one or two specific trainings you need to become a better Master Gardener volunteer:

What are your favorite areas of horticulture or environmental science?

Select up to three main committees on which you'd like to serve. Rank them 1, 2, and 3, with 1 being the committee of highest interest.

Rank	Committee and General Activities	Contact for additional information
	Demonstration & Display Gardens – design, install, and maintain gardens that Master Gardeners use for educational purposes; develop educational materials related to the gardens; create, implement and report impact evaluations for project.	
	MG Programs – develop and schedule social and educational activities for membership, including statewide events; schedule and implement MG recruiting and basic training under the direction of VP; assist Extension staff in identifying needs and providing advance training for MGs; maintain MG archives; maintain and report MG service data and records; inventory and maintain MG equipment, create, implement and report impact evaluations for projects.	
	Youth Education – provide technical assistance and training to school teachers and youth leaders; teach gardening skills and promote environmental awareness among school-age children and their families; create, implement and report impact evaluations for projects.	
	Telephone & Diagnostics – provide gardening information by telephone, mail, other media, and by personal contact; assist in identification and diagnosis of horticultural specimens; update and revise phone manual; identify and schedule training sessions; create, implement and report impact evaluations for projects.	
	Workshops & Speakers – develop, implement, and evaluate lectures, workshops, on-site consulting, Ag Day and other educational programs for adults; create, implement and report impact evaluations for projects.	
	Publicity – develop and implement MG promotion, marketing and publicity (media releases, articles, etc.); coordinate with Extension Staff on MG Web page; implement and report impact evaluations for projects.	

I agree to serve 30 hours, to participate as a member of at least one main committee, to take 5 hours additional training, to keep my hours updated quarterly, and to report my volunteer accomplishments to my project leader or committee chair.

Signed _____ Date _____

OR

I do not wish to serve as a Master Gardener volunteer in 2008.

Signed _____ Date _____

Return this signed and dated form, to be included in the NCC MG Winter roster.

Your Role as a New Castle County Master Gardener Volunteer Educator

Goals

Delaware Cooperative Extension programs will provide science-based information to the citizens of the state so that no person shall be subjected to discrimination on the grounds of race, color, sex, disability, age or national origin. NCC Master Gardener training will prepare volunteer educators to enhance the ability of NCC Cooperative Extension in providing science-based educational programs in home horticulture and environmental science to the citizens of New Castle County.

Objectives

1. In response to their questions or requests, clients in New Castle County will receive science-based information that helps them to increase their knowledge, develop skills, and make informed decisions.

Volunteers are expected to:

- Develop a strong working knowledge of concepts and principles in horticulture, environmental science, and educational techniques as taught during classroom instruction.
 - Develop a strong working knowledge of using appropriate reference materials to support educational efforts.
 - Develop a strong working knowledge of Cooperative Extension policies, procedures, and additional resources.
 - Participate in advanced training opportunities.
 - Consult with MG Committee Chairperson or Extension Educator as needed.
2. The Master Gardener volunteer educator will function as a volunteer staff member in a professional manner consistent with Extension policies and procedures.

Volunteers are expected to:

- Listen to client concerns and requests and assimilate into properly formulated questions.
- Maintain objectivity when client values and opinions differ from theirs.
- Recommend options for action within the means of the client's resources and according to Cooperative Extension-approved information.
- Consult with clients on a confidential basis.
- Communicate with clients as a staff member of the University of Delaware Cooperative Extension.
- Teach a planned curriculum in formal and non-formal settings, linking participants to other Extension resources as needed.
- Use educational resources developed within the Cooperative Extension System or other approved educational resources.
- Promote Cooperative Extension Programs and make connections with clientele in underserved communities via their volunteer efforts.
- Relay suggestions to MG Committee Chairperson or Extension Educator.
- Participate in educational program development and improvement.
- Use equipment and materials with care.
- Report any equipment or materials problems to MG Committee Chairperson or Extension Educator.

3. Master Gardener volunteer educators will document program effort, requests, responses provided, and evaluation, as well as client information and community outreach activities.

Volunteers are expected to:

- Maintain standardized written records in a neat, orderly fashion.
- Submit quarterly hours of service and advanced training reports to the MG timekeeper by the indicated deadlines.
- Participate in development and administration of other evaluation or reporting as needed.

4. Delaware Cooperation Extension will provide Master Gardener volunteer educators with appropriate training and other support to assist them in being effective in their duties.

Volunteers can expect:

- In-service classes with research-based information provided by professional staff and other experienced members of the greater community.
- Increased personal knowledge and skills in horticulture and environmental sciences.
- Educational materials from Delaware Cooperative Extension and other appropriate sources.
- Technical and administrative assistance and guidance from Extension staff and professionals.

Guidelines: Master Gardener Service Hours

Service Hours are very important for the Extension Service and are used in various reports. Master Gardeners should be diligent about reporting all of their service hours. Article II, section C of the By Laws states “. . . members must contribute at least 30 hours of volunteer service and complete 5 hours of approved advanced training in each calendar year. . . .” These Guidelines supplement the reverse side of the quarterly time sheet.

Travel Time

Travel time is included when reporting all MG activities **EXCEPT** for the monthly meetings and advanced training.

Recognized Activities

This includes **educational activities** where a MG is invited to participate in a horticultural and/or environmental program hosted by another organization. This might include, but is not limited to, the following organizations: Delaware Center for Horticulture, Urban Environmental Center, Academy of Lifelong Learning, Brandywine Creek State Park, University of Delaware Botanic Gardens, and Winterthur. **MGs must be recognizable by wearing their MG badge (i.e. participating as a volunteer for the MG program).**

We recognize that “educational activity” is an open-ended term. For further clarification regarding an “educational activity” that you would like to pursue, please meet with the horticultural agent in advance of the activity to determine its eligibility and how to record your time as service hours.

Non-Recognized Activities

Based on our current understanding certain activities do not meet our mission statement criteria. There are also certain activities in which our members volunteer, and record hours, for other organizations other than the MG organization. Therefore, these activities do not count for MG service hours. This group of activities includes, but is not limited to: volunteering for the Delaware Nature Society, Philadelphia Flower Show, Wilmington Garden Day, docents for gardens such as Mt. Cuba and Longwood Gardens, meetings with Delaware state organizations (e.g., DNREC, DDA, etc), and social events like the MG picnic and after meeting activities.

Special Recognition

Beginning in 2008, MGs who are actively using their MG training and knowledge while working with like-minded organizations (e.g., NWF/DNS/Habitat Stewards) will be recognized at the annual Awards day. This information should be self-reported on the fourth quarter time sheet but will not be counted as MG service hours.

Annual Recognition

Those MGs who accumulate 100 or more service hours (not including Advanced Training hours) will be recognized at the annual Awards day.

Advanced Training

“Any program that helps a MG increase his/her knowledge and skills useful for volunteer service...” including, but not limited to, MG or other workshops, certificate courses at Longwood or elsewhere and courses taken towards a degree or certificate. MGs may count

garden tours where instruction and/or education constitutes a significant portion of the tour (e.g., not garden visits).

These guidelines take effect January 1, 2008. Members seeking clarification of these Guidelines or the addition of another activity should contact the Horticultural Agent, in writing, prior to reporting hours. The Horticultural Agent is the final arbiter of these guidelines though s/he may seek guidance from the Steering Committee.

Reporting Service and Advanced Training:

It is vital that you report your activities to the appropriate committee chair. Do this before, during and after a project whenever possible. Cooperative Extension's annual reports are due to the Federal government annually, and all MG activity during that year is reported. Information you need to collect will vary by project, but use the participation report forms as your guide to identify and collect the name of the project, class or activity, goals and objectives, number of clients served, gender and race, and youth and/or adult.

We need to know WHAT you did and also how much TIME you spent doing it. This is the "quarterly hours report" to your timekeeper at the close of each quarter (Jan-March, April-June, July-Sept, Oct-Dec). The timesheet for each quarter will arrive in the mail on a different color paper. The horticulture secretary will have extra available should you not receive yours, or if you misplace yours. On the back of the timesheet you will find instructions and contact information for keeping time.

Contact Timekeeper if you have questions.

I. SERVICE HOURS

All MGs are expected to report service and advanced training hours in a timely fashion. Record project work time + travel time as one figure in the "hours" column. **One hour maximum** may be counted under MG programs for **attendance** at the monthly business meeting.

II. ADVANCED TRAINING

One hour class time counts as one hour advanced training credit. **Do not include travel time with your advanced training hours.**

Any program that helps you increase your knowledge and skills useful for volunteer service can be reported as advanced training. Basic Training **does not count** in this category.

Examples of qualifying programs include: monthly meeting special lectures or programs that are announced as qualifying and which you have not claimed as a service hour for the business meeting, courses in writing, photography, public policy, computer skills, youth or adult education, graphic design, environmental studies, horticulture and other natural sciences.

REPORTING METHODS & DEADLINES

Quarterly service and advanced training hours are due by the 10th of the month following the end of the quarter. Keep your hours up to date! You may submit hours in three different ways:

- 1) mail to Timekeeper
- 2) place completed form in Timekeeper folder in the MG office
- 3) email using the form on the MG web site, <http://ag.udel.edu/nccmg>, and send to Timekeeper

COMMITTEE PROJECTS

All MGs are expected to participate in the planning and implementation of the projects for a primary committee of their choice. All projects must go through a review process by the Committee chair and/or the Steering Committee for approval before service hours can be accepted. Each committee is expected to evaluate and report the results of educational programs and/or committee's work.

Following are the Committee names, descriptions and examples of projects.

DEMONSTRATION & DISPLAY GARDENS

design, install, maintain and interpret gardens.

MG PROGRAMS

develop and schedule educational and social activities for NCC MGs; inventory and maintain MG equipment; maintain MG archives; collect and maintain service data and records; promote MG programs; recruit and train MGs under direction of VP; Ag Day activities; Delaware Center for Horticulture collaboration.

YOUTH EDUCATION

provide technical assistance and training to schools, teachers, youth-serving agencies and students in gardening and environmental topics.

TELEPHONE & DIAGNOSTICS

provide gardening information by telephone, mail and personal contact; assist in identification and diagnosis of horticulture specimens.

WORKSHOPS & SPEAKERS

develop and implement lectures, workshops & other educational programs for adults; Expert Eye Consult program.

STEERING COMMITTEE

participate in meetings and related duties of Steering Committee as an elected officer or committee chair; serve on ad hoc committees such as treasury audit and nominations.

PUBLICITY COMMITTEE

provide publicity and marketing services for NCC MGs including media relations, community events, and other projects whose main purpose is to increase NCC MG visibility and recognition in the community; promote MG programs; develop web site.

Fourth Quarter MG Service Hours

Special Recognition 

Beginning in 2008, MGs who are actively using their MG training and knowledge while working with like-minded organizations (e.g., NWF/DNS/Habitat Stewards) will be recognized at the annual Awards day. This information should be self-reported with the fourth quarter time sheet but will not be counted as MG service hours.

If you are eligible for Special Recognition please list, in the space below, the like-minded organization that you have been working with and explain your role as a volunteer with this organization. If you are currently volunteering with more than one like-minded organization, simply list each organization as explained.

Standing Committees Charters

Statewide Master Gardener Policies

A. Program Coordination

- A professional will be designated to take responsibility for the Master Gardener Program in each county. A statewide coordinator is responsible for the program at the state level.
- Master Gardeners must receive approval from their county coordinator for the programs they implement and for their organization structure and policies.
- Any significant change to the Master Gardener policies should be discussed among the county and state coordinators.

B. Master Gardener Title

1. How to Obtain the Title

A trainee must attend the prescribed minimum hours of instruction, pass an examination administered by the Extension Service, and volunteer a number of hours of work equal to the number of training hours in order to earn the title, Master Gardener. The title is valid only when the volunteer is participating in the Delaware Master Gardener program and for one year only. When individuals cease active participation, their designation as Master Gardener becomes void. A veteran Master Gardener may volunteer a lesser number of hours each year after the first training year in order to maintain Master Gardener status.

2. When to Use the Title

The title "Delaware Master Gardener" is to be used only and exclusively in the Delaware Cooperative Extension Master Gardener program. Master Gardeners are expected to identify themselves only when doing unpaid volunteer work in this program.

3. Advertisement Policy

Master Gardeners are advised not to advertise their name or their place of business and not to be listed on the advertisements of business places as Master Gardeners. This is a University of Delaware and Delaware State University - Cooperative Extension Service public service program providing unbiased information. Appearing at a commercial activity, having association with commercial products, or giving implied University or Extension Service endorsement of any product or place of business is disallowed.

When Master Gardeners advertise their programs, the affiliation with Delaware Cooperative Extension must be clearly visible and prominent. Both sponsoring institutions (UD and DSU) should be mentioned if one is mentioned.

4. Paid Speaking Engagements and Home Consultations

Experienced Master Gardeners are likely to receive invitations to speak before groups on horticultural subjects. It is permissible for them to accept unsolicited reimbursements or gifts when speaking before these groups. It is acceptable to request reimbursement for personal travel.

Master Gardener programs may solicit donations for speaking engagements and home consultations. Those donations should be deposited in the Master Gardener account for use in other programs. Discretion should be applied when seeking a donation. Master Gardeners are encouraged to provide services evenly, regardless of the ability of a group or individual to pay.

5. Making Chemical and Cultural Recommendations

In making recommendations which include the use of chemicals (e.g. insecticides, herbicides, and fungicides), Master Gardeners are to follow published Cooperative Extension Service recommendations. Cultural problems which are not specifically covered by Extension Service recommendations may be handled by suggesting treatments which an experienced Master Gardener considers appropriate.

Master Gardeners are covered under the University of Delaware liability policy and viewed as unpaid employees when they are providing recommendations consistent with accepted Delaware Cooperative Extension recommendations.

Questions concerning commercial production of crops and pest control on such crops are to be referred to the local County Extension Agent or Extension Specialist.

6. Master Gardener Training Toward Job Qualifications

Education and experience gained by participation in the Master Gardener program may be included as qualifications when seeking employment.

C. Requirements

The following is a list of requirements which must be met in order to become a Master Gardener.

1. Complete course of training.
2. Able to communicate with public by telephone, group settings, and/or personal office contact.

3. Available to devote a minimum of one hour of volunteer time during gardening season to local Extension Service for each hour of training received.
4. Should have knowledge and/or interest in gardening.
5. Must have available transportation to travel to local Extension Service office.
6. Willing to work cooperatively with local agents and others.
7. Sign the Delaware Master Gardener Code of Conduct.

C. Duties

1. Duties of Master Gardener

- a. Assists county Extension agents in responding to gardening questions by answering telephone calls, setting up and conducting meetings, clinics, tours, and demonstrations.
- b. Become familiar with the Delaware Cooperative Extension Service.
- c. Assists county Extension agent with program evaluation.

2. Duties of County Agent

- a. Gives leadership to Master Gardener Program.
- b. Determines how, when, and where Master Gardeners are utilized in educational programs.
- c. Sets up and conducts in-service training sessions for Master Gardeners.
- d. Evaluates program.
- e. Communicates with other county coordinators and state coordinators on policy and program issues.

3. Duties of Specialist

- a. Preparation of in-service training materials.
- b. Provides support training on selected topics to Extension agents.

- c. Conducts in-service training sessions for Master Gardeners.
- d. Assists in evaluating program.

D. Active Status, Inactive Status, Recertification

1. Active Status

- a. A Master Gardener on Active Status is one who has completed all the requirements for becoming a Delaware Master Gardener.
- b. The Active Status is valid for one year from date of certification (or recertification).

2. In-Active Status

- a. A Master Gardener on In-Active Status is one who has met all the requirements for Active Status, but who is unable to complete the designated hours of service, and who intends to recertify for Active Status in the near future.
- b. In-Active Master Gardeners are ineligible to participate as or represent themselves as Active Master Gardeners.

3. Re-certification

- a. Re-certification is the process by which Master Gardeners are returned to Active Status.
- b. To become re-certified, a Master Gardener must:
 - commit to 45 hours of volunteer service
 - complete 6 hours of additional training

E. Volunteer Time

1. All projects must be approved by the County Master Gardener coordinator.
2. Travel time is chargeable as volunteer time.
3. Activities provided for Master Gardeners educational and recreational interest may not be counted.
4. Count only meetings relating to Master Gardener projects (Monthly meetings: general members credit 1 hour, secretary and chairperson credit 2 hours).

5. Volunteer time must be recorded on volunteer time records and filed in the Master Gardener files.

SETTING UP AND TAKING DOWN MG TENT FOR NEWARK COMMUNITY DAYS

Overview

The MG tent is contained in a very bulky and heavy bag. The bag is old style, in that it does not have wheels built into it like the newer tent carriers. It is very difficult for one person to lug and move any distance. Therefore, moving it requires something with wheels, preferably with wheels sufficiently large to traverse a lawn.

The Extension Service has several 4 wheeled carts with small wheels that will “sort of work” to get the tent from the closet, and out through the building to the street. It will **not** traverse the lawn from the closet to the parking lot. The preferred piece of equipment is a 2 wheeled dolly. Load it with the heavy part of the bag down and you can then move the tent, but it is still awkward.

Set up

Remove the tent from the bag and as you do so note that one of the legs has a wire attached to it with 5 tent pegs. Remove the wire and pegs.

It takes 4 people, but a very few minutes to set up the tent. It can not be done with less than 4. Passer bys are usually willing to give a hand.

Each person takes a leg and walks slowly backwards directly opposite the person standing opposite to them. The tent will start to unfold after it is $\frac{3}{4}$ unfolded, pull the top of the tent over the corners. After everyone has done this then continue to unfold the tent.

Note that at the top of each corner there is a button within the leg that will lock when the top is fully extended. This button is critical to taking the tent down. **It is the first step.**

Position the tent about where you want it and then start lowering the legs. This will require everyone working together to lower each leg. A single leg is designed so that it slides within the next section. To get a section to slide out, a button along the leg needs to be depressed. Sometimes these buttons

can be contrary and will not easily depress. The pointed end of a tent peg will assist in depressing the button. Raise the legs together i.e. have all the legs lowered to the first extension before going to the next. If a single leg gets into a bind it will not extend. You must fully extend each leg.

Position tent to final location.

Anchoring

To avoid tent ropes and attendant tripping problems, the sponsors will not allow tent ropes. Our tent leg has a hole in the bottom that will accommodate a tent peg and secure our tent to the ground. These pegs will need to be driven into the ground with a claw hammer. After the event, depending upon the soil moisture, the claw hammer may be necessary to remove the pegs or it may take a small (3 foot) crowbar to pry them up. Do not bend the anchor or pegs. Additional tent pegs can be purchased from Dick's Sporting Goods.

Alternatively, large concrete blocks can be used. They weigh 41 pound each and must be moved at a minimum of 4 times. Plus they do not negate the tripping hazard.

Take down

After the tent pegs are removed, recruit 4 volunteers. Have each one get a leg and then depress the button on each leg near the tent top. Some volunteers may need to stand on a chair to reach this button. It is absolutely **IMPERATIVE THAT THIS BUTTON BE DEPRESSED ON ALL 4 LEGS.** Otherwise, the tent will not collapse and the upper frame will become bent. Each person slowly walks to the person opposite. At the halfway point, stop and remove the tent from it corner and place the tent into the center. The tent will not go into the bag with the corners covered. Continue to walk to the center.

Begin to shorten the legs, by depressing the buttons along each leg.

After the legs are fully depressed, load the bag. This will take at least 2 volunteers, one to hold the bag open and the other to push the tent into the bag. Be sure to tie the tent pegs to one of the legs otherwise they will slide out of the bag and be lost. Or you can hold the tent and try to slide the bag

over it. There is no easy way and it depends on the strength of the volunteers as to which way is easier for them.

Return

If it as rained during the event, it will be necessary to dry the tent in one of the conference rooms. This requires setting the tent up and extending the legs, etc. It may take several days to dry.

Treasurer's Responsibilities and Procedures

- Checks received by the Treasurer from Master Gardeners who have fulfilled a speaking engagement or from any other fund-raising source are deposited in the bank with an explanation on the M.G. deposit form as to what Committee was involved in the activity and this is then attached to the bank receipt.
- Deposits are made by the treasurer or the workshop registrar. The workshop registrar places the deposit slip in the treasurer's folder at the Extension office.
- The deposit is recorded in the check register and added to the balance in the bank.
- The deposit is recorded in the Excel record kept by the Treasurer of income/ expenses, with the notation of the committee involved.
- Requests for reimbursement are placed in the treasurer's folder or given to him/her at a meeting. The treasurer can reimburse from petty cash (see below) or write a check. The treasurer writes the check number on the request form and returns the yellow copy with the check to the person requesting reimbursement.
- The amount of the check is deducted from the balance in the bank.
- The expense is recorded in the Excel record kept by the Treasurer of income/ expenses, with the notation of the committee involved.
- At each monthly M.G. meeting the Treasurer will report to the membership at large the previous month's ending balance, expenses and income and the current balance.
- Internet access to MG account information:
<http://onlineservices.wachovia.com>
User I.D.: orlion1996mg
Password:
- Deposit and reimbursement forms are filed in the appropriate month's pocket in the expandable file.
- The monthly statement from the bank is reconciled with the checkbook as soon as it is received. Figures reconciled are from the first day to the last day of each month, even though the statement may include checks cleared or deposits made after the end of the month. Such checks or deposits are excluded from the reconciliation.
- Petty cash. Checks in increments of \$20.00 are cashed by the treasurer and the cash kept in an envelope in the back of the 3-ring binder. This cash is used to buy stamps and reimburse amounts under \$10.00 for Master Gardeners; who submit for reimbursement. Receipts are stored in the envelope; information is posted on the outside of the envelope (date, amount, name of M.G.).

- At the end of November of each year the Treasurer will assemble all records of deposits, expenses, bank statements, check registers and any other information having to do with the treasury of the NCCMG and turn those records over to the person or persons designated by the NCCMG President to perform an audit of those records.

EXCEL SPREADSHEETS

- Ledger 2004 (or current year): all deposits and expenditures are recorded in chronological order. Expenditure amounts are recorded under the appropriate program or program division (i.e., Demo and Display Gardens has three divisions: Bellevue, Urban Environmental Center and Teaching Garden).

- **BY PROGRAM**

- A separate spreadsheet is prepared for each program. Every expenditure charged against that program's budget is recorded with date, check number, amount of check, who was reimbursed, and what was purchased.

- **PROGRAMS THAT GENERATE INCOME**

- Receipts are recorded on the same program's spreadsheet as expenses.
- A copy of each program's spreadsheet is printed out and given to the respective chairperson or co-chairperson at each Steering Committee meeting. The spreadsheet tracks budget balance remaining.

P. Strahorn
1/20/05

NCC MG Mission Statement: “New Castle County Master Gardeners is a volunteer group, under the auspices of the University of Delaware Cooperative Extension system, designated to extend the ability of the Cooperative Extension to address the horticultural and environmental needs of residents in the State of Delaware through science-based education and public outreach.” [approved by the Steering Committee at the January 17, 2006 Retreat]

NCC MG VISION STATEMENT

***[WHERE THE MG ORGANIZATION HOPES TO
BE FIVE YEARS FROM NOW]***

III. New Castle County Master Gardeners will continue to be well-trained, science-based volunteer educators, belonging to a growing, vital, dynamic, and self-governing organization which, in the future:

- *will take a leadership role, and will cooperate with other, like-minded organizations, in providing horticultural and environmental education to adults and children,*
- *will identify and address issues not known or appreciated as important to environmental and quality of life concerns,*
- *will expand its educational and public outreach mission to new audiences of adults, seniors, children and youth, in all parts of the county,*
- *will enrich, nurture, and further educate its own membership through the recruitment and training of new MGs and through programming and advanced training for MGs*

[approved by Steering Committee, 22 March 2006]

Workshop Assistant Guidelines

* Marion Shirkey will provide a sign up sheet (names of attendees/phone numbers) to the assistant before the workshop (through e-mail). In case of workshop's cancellation, it is the assistant's responsibility to contact the participants.

1. Folder Contents

- * Copy of Gift Certificate
- * Soil Test: orange slip with soil test instructions
- * Schedule of Extension events for the pertinent month
- * Workshop brochure
- * Who Are NCC Master Gardeners brochure
- * Plants for a Livable Delaware
- * Evaluation sheet (developed by the workshop presenter)
- * Cash Deposit Form
- * Information about upcoming training or the Training Brochure
- * Participation form (the one Carrie needs for her reports: race, sex)

Note: For workshops held at the Extension building, the workshop assistant must check to see that there are a sufficient number of Workshop brochures for the expected number of students. Since trainees, work study students and others often make up these folders, the workshop assistant will need to check what is in the folders, what is missing, and swap out an old Extension calendar for a new one. For the workshops at the Fisher Greenhouse, the assistant is responsible for picking up folders. For workshops held at locations other than the Extension Office, the assistant must also pick up the yellow "Master Gardener Event" sign from the MG office and place it in a visible spot near the entrance to the building (on windy days a block will be needed to weigh it down). Please return the sign to the MG office ASAP after the workshop.

2. Attendance list

One or two days before the workshop, obtain from Marion Shirkey the attendance list with phone numbers. In case of workshop cancellation, call the names on the list to notify of the cancellation.

3. Recording attendance

On the night of the workshop, take attendance and record it on the form. Take checks made payable to "NCC Master Gardeners" from walk-ins. Ask the people attending how they found out about the workshop and record this information on the attendance form. Take name, address and phone number. Leave this information for Marion in "Workshop" folder in the MG office, on top of the file cabinet

4. Introductions

Introduce yourself: " Good Evening, I am.....a New Castle County Master Gardener since....." Also introduce other Master Gardeners who are present.

5. Who are Master Gardeners? Refer to brochure

6. Soil kits

Explain the importance of soil testing: "in order to grow healthy and vigorous flowers, shrubs, trees or vegetables, you need to know what kind of soil you have and amend it as needed. To do this, you should test the contents of your soil to determine the pH level (the acidity or alkalinity levels) and other important factors. You can buy a soil test kit for \$10.00 at the Extension Office (\$11.00 if we mail to you), during the hours of 8 A.M. to 4:00P.M. A pamphlet is attached to the bag with instructions for collecting your soil sample. Drop off your soil sample at the Extension Office at 461 Wyoming Road. You can drop it off any time by putting it in the slot at the left side of the building. In two to three weeks, you'll receive a comprehensive analysis from the University of Delaware Soil Lab with advice on what to do to enhance your soil."

7. Gift certificates

Explain to the participants that Gift Certificates are available at the Extension Office during working hours. The minimum amount is \$15.00.

8. Evaluations sheets (each presenter will develop her/his evaluation sheet)

Explain to the participants to complete the evaluation sheet:” In your handout folder, you have an evaluation sheet which we are asking you to complete and give to me at the end of the class. Your comments will enable us to improve our future presentations"

9. Introduce the instructor

"Your instructor tonight is.....A New Castle Country Master Gardener since.....She/He is very knowledgeable in (.....say something about the class). I am sure you will learn a great deal from her/his presentation."

10. Collect evaluation sheets

11. Handling of checks

Leave the checks in the “Workshop” folder located on top of the file cabinet identifying what workshop they are for. Marion will get the checks, record them on a deposit slip and deposit them along with those received with mail applications. Marion will then give a copy of the deposit slip to the Treasurer by placing it in the “Treasurer” folder in the MG office. Return other paper work to the Cooperative Extension as needed, along with unused pamphlets and brochures, which can be placed inside the first drawer of the MG file cabinet.

12. Participation Reports

Blank participation report forms are in the MG office and can also be obtained online, from the office, or the horticulture educator. This form must be completed by the workshop assistant. On this form, you must record the total number of attendees, and the race and sex of each attendee. This information is extremely important to the horticulture educator and Extension in order to complete the annual report and annual statistics. This information is then submitted to the county, state and federal government for funding and program evaluation.