

Responses to Clients – A Quick Look

Master Gardeners provide regionally accurate, unbiased, research-based advice for home use from the PNW Handbooks.

A positive diagnosis or identification always precedes management recommendations.

Inquiry	MG action	MG response
Arthropods (insects; spiders; etc.)	Identify arthropod. If needed, use in-office referral.	If management needed, suggest research-based & regionally accurate information for home use.
Plant problems	Diagnose problem. If needed, use in-office referral.	If management needed, suggest research-based & regionally accurate information for home use.
Weeds	Identify weed. If needed, use in-office referral.	If management needed, suggest research-based & regionally accurate information for home use.

Some inquiries are beyond the qualifications of Master Gardeners.

Refer the following to the appropriate OSU extension agent or organization.

Inquiry	MG response
Commercial (person or company)	Refer to appropriate OSU extension agent. (See MG Resource Book)
Compost Tea	Master Gardeners don't recommend compost tea for plant disease control.
Health	Refer client to his/her health-care professional.
Home remedies	Home remedies aren't scientifically research-based and some combinations are toxic.
Legal disputes	Whenever possible, refer client to appropriate Mediation agency. (See MG Resource Book.)
Livestock	Chip Bubl, Extension Agent, Columbia County, 1-503-397-3462 <i>or</i> Gene Pirelli, Extension Agent, Polk County, 1-503-623-8395.
Marijuana/Hemp	Master Gardeners don't provide advice or referrals on the culture, care and/or use of marijuana/hemp including medical Marijuana.
Media inquiries	Refer any inquiries from the media (e.g. TV, radio, newspaper, etc.) to Weston Miller or Jordis Yost.
Mushroom ID	MGs do not identify mushrooms. The Oregon Mycological Society also doesn't offer assistance in the identification of mushrooms to the public. Identification- Steve Carpenter- microbe@pioneer.net . Instructions for sending him pictures/samples: http://bit.ly/1aTSaH
Pastures & Small Farms	Nick Andrews, Small Farms agent, 503-678-1264 x149 nick.andrews@oregonstate.edu <i>or</i> Clackamas County Soil and Water Conservation District 503-210-6000 (Weed ID only)
Plants and/or Herbs for medicinal use	Master Gardeners do not provide advice or referrals about plants/herbs for medicinal use. Refer to his/her health-care professional.
Plant ingestions	Refer client to Poison Control 1-800-222-1222 .
Products	MGs suggest only products or active ingredients cited in the PNW Handbooks. You may clarify the cited active ingredient by suggesting trade-name products from several companies. E.G.: Glyphosate is in Roundup and Kleen-up. Such statements don't imply endorsement.
Services and/or businesses	Suggest generic services, not specific businesses. (e.g.: To locate a Certified Arborist, see Yellow Pages, heading trees, or the International Society of Arboriculture, http://www.isa-arbor.com/ : search – 'public outreach'. For a pest control company, see Yellow Pages or the internet.)