

Your Outreach Responsibilities

Outreach is the **single most important volunteer function** we provide.

Purpose:

The primary purpose of Sandoval Extension Master Gardeners is to assist NMSU Extension by educating the public.

SEMG Outreach duty takes three forms: phone helpline, email helpline, and information tables.

NOTE: As a representative of NMSU you are expected to follow the guidelines listed below.

- Treat others with respect and good cheer.
- Listen carefully to questions asked of you.
- Provide only **scientifically based** answers that are relevant to our unique climate and conditions. If you do not know the answer to a question, say so and offer to research the question and follow up with the individual later.
- Use authoritative, approved sources: NMSU and their publications, other educational institution in the Southwest, or other approved authors (e.g., Judith Phillips, Baker Morrow, George Miller – check books available in office).
- Arrive on time.
- Find a replacement if you are unable to attend.
- Read the stated policies and procedures provided to you by the Extension.

Experience and Requirements:

- All SEMG members are required to spend a minimum of 10 hours on outreach activities each year.
- Members with **less than 5 years experience** must spend 3 hours on phone helpline duty.
- Members with **more than 5 years experience** are encouraged to do phone helpline duty but are not required to do so.
- Interns are encouraged to sign up for phone helpline and information tables with their mentors.
- Email helpline is available to **veteran master gardeners only**.
- Volunteer sign up for Outreach duty is on the SEMG website (volunteer sign up section).

NOTE: Individuals with a disability or impairment, which precludes performing the helpline functions, at either the office or remotely may request exemption from helpline responsibilities with a letter to Sandoval County Extension Agent.

Individuals who are unable to complete helpline duty due to work schedule conflicts may ask for alternate duty through a letter to Sandoval County Extension Agent.

Additional information is provided for each outreach effort in the following procedures in this binder. Read the procedure(s) for Outreach activities before undertaking your Outreach activity.