

House Calls Recap & Reflect on 2015

January 25, 2016

In attendance: Bob Gelinas, Craig Farland, Vicki Fuhrmann, Michelle Cousineau, Amanda Kiel, Jeanne Pavero, Sonia Smith, Anne Coleman and Maryann Horgan

Suggestions:

1. Gerrymandering regions to make numbers of house calls more equitable
 - Put Winding River, Palmetto Creek, River Sea with Leland & BSL
2. World load must be balanced so no one team or individual is overburdened
 - Spread sheet for sign ups = include column for # times MG wants to volunteer (1/wk., 1/mo.)
 - Team Leaders must have computer skills for final report
 - Spreadsheet for signups = add column for computer skills
 - Amanda will demonstrate preparing a final report with links and photos on Feb. 24
 - Balance teams with turf expert, etc. depending on requests of clients
 - Teams ideally have 3 Mg + intern (who will observe and not talk)
 - Start date later than March 1 (April 1 since not doing practicum HC until March))
 - Limit acceptance of visits accepted and assigned based on parameters of volunteers
3. Behavior skills and boundaries to be reinforced at Feb. 24 meeting
 - Always wear MG badge (do we want shirts or hats?!)
 - Do not perform tasks (dig soil samples, prune)
 - Don't argue – politely point out mistake of colleague
 - Don't push own agenda – respects client's wishes
 - Don't show off with Latin! (use scientific names in report along with common names)
 - Team leader should take own photos in yard
4. Redo Visitation checklist – send to team electronically
 - Keep top half of order form: contact info., major issues, team + date & time
 - 2nd half of page: list Observations & Findings (add type of grass); Recommendations
 - These 2 lists will act as prompts for team all on one page!
 - Notepaper – all on clipboards
5. Changes to “Home Visit Program” list of tasks and sequence of work
 - Team member should find own sub – Team Leader is ultimately responsible for subs if needed
 - Tom Woods will include Jeanne Pavero on email list for each house call
 - Team Leader will let Jeanne know of visitation date/time and Jeanne will contact each member days before visit to make sure they are going
 - Team Leader will contact homeowner a day or two prior to visit to confirm. Ask for plot plan. Confirm 3 specific areas of concern for team to cover
 - All members will type up their notes immediately (1-2 days) and send to Leader. Research should be done on specific plants or problems (links, plant ID, etc)to help the leader write final report

- Leader will send final report back to the team for review. If they all approve, the final report is sent to homeowner and Jeanne Pavero is notified that job complete. Jeanne will nag.
 - Report should go out within 7-14 days
 - ***** Final reports do not have to go to Tom or Sam for review and approval unless they have given a chemical/pesticide recommendation or diagnosed a disease or insect problem. If any of staff is quoted, the report should be sent to them to review.**
6. Thank you letter should include dates of Plant Sales and invite clients to come!
- 7. Tom – order lots of GBTM and notebooks!! (reported there were none in MG office for sale)**
8. February 24 House Calls Meeting
- “training session” : protocols, expectations, sign up
 - Amanda – how to write a final report (links, photos); examples of good reports
Webpage; where are stored documents to help
- Practice House Calls
- Michelle Cousineau (Southport) February 26 9:00 Raindate March 3 9:00
 - Sonia Smith (STJ) March 16 9:30 Raindate March 18 9:30