



VOLUNTEER FACILITATOR JOB DESCRIPTION

Purpose of Hemlock Help Program

Save Georgia's Hemlocks is a 100% volunteer nonprofit organization of concerned citizens dedicated to saving endangered hemlocks through education and charitable service. Our Hemlock Help Program is designed to enhance public awareness of the hemlock woolly adelgid crisis, current practical options, and emerging control technologies; ensure easy access to information, advice regarding economical solutions, and direct assistance to property owners; and establish a clear understanding of the aesthetic, economic, and environmental reasons for property owners to take timely and effective action to save their hemlocks. We also offer direct assistance to property owners and public land managers as resources permit.

Role of Volunteer Facilitators

With the Hemlock Help Line as the central point of contact and coordination, Volunteer Facilitators in each county are the primary local vehicle for directly assisting other property owners. They are trained in assessing HWA problems, explaining the control methods and options for getting the work done, setting property owners' expectations, and helping property owners implement their chosen solution.

Volunteer Facilitators also play a valuable role in spreading the word about the HWA problem and available solutions and serving as good-will ambassadors for the Hemlock Help Program.

Special Training for Volunteer Facilitators

Individuals interested in becoming Volunteer Facilitators complete an in-depth training course that includes 3 hours of classroom instruction and 1 hour of field instruction and hands-on practice, followed by an actual hemlock treatment project.

- Introduction to Save Georgia's Hemlocks, Hemlock Help Program, and role of Volunteer Facilitators
- More about Hemlocks
- More about Adelgids
- Working with Property Owners
- Using Cultural Controls
- Using Chemical Controls
- Update on Biological Controls
- Additional Volunteer Facilitator Information

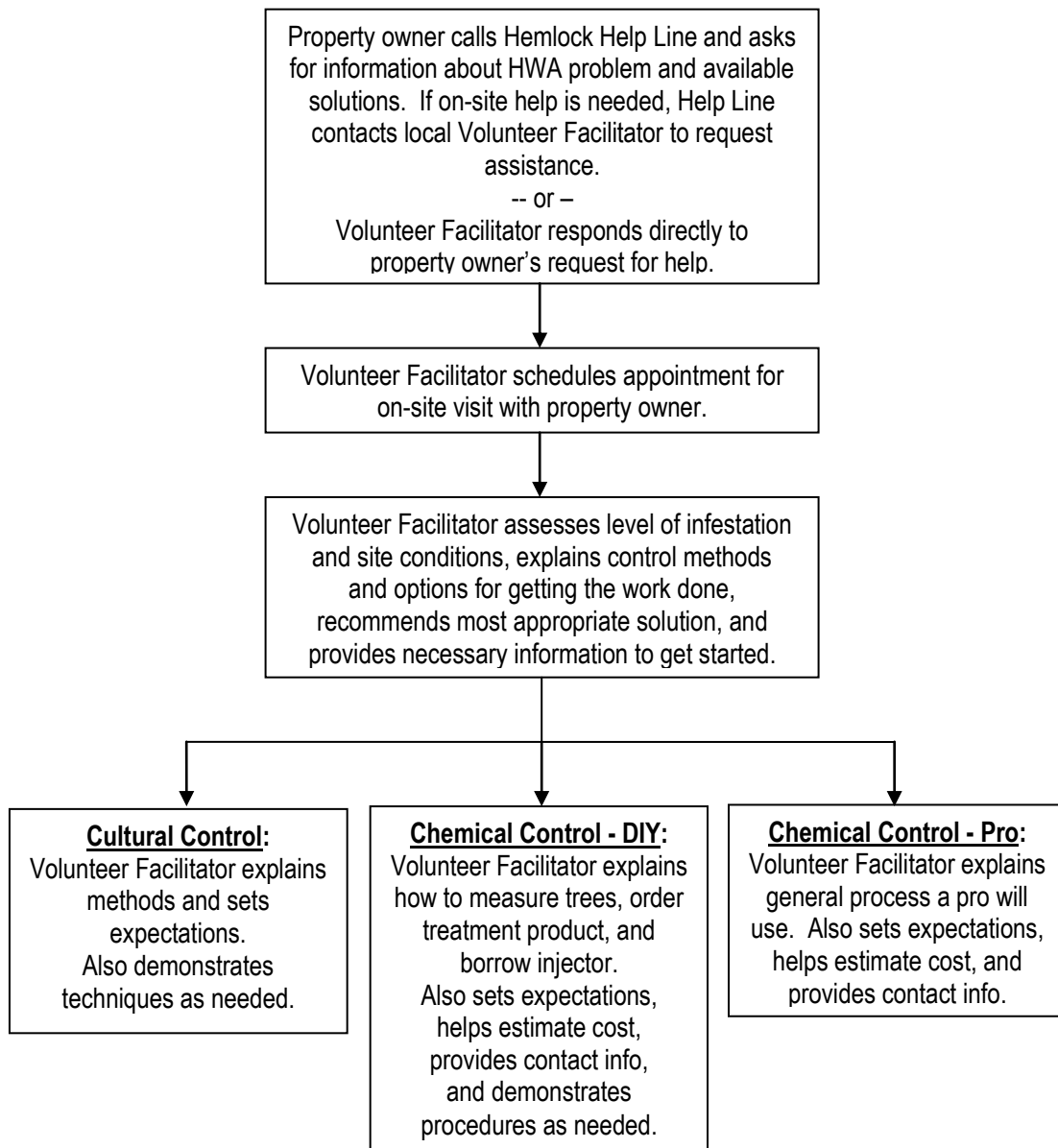
Activities of Volunteer Facilitators

Upon completion of the training program, each Volunteer Facilitator will be able to do the following in response to a property owner request for help:

- Receive request for on-site assistance from Hemlock Help Line and indicate whether or not you can accept the opportunity. Sometimes the request may come directly from the property owner.
- Contact property owner (hopefully within 2 days of accepting the opportunity) and arrange to meet with them on site at the earliest, mutually convenient time.
- During the on-site visit, inspect trees to determine level of infestation, assess site conditions to identify sensitive areas, and discuss the general scope and strategy for control.
- Explain available control methods – cultural, chemical, and biological – along with the advantages and disadvantages of each and the typical results (as well as the result of no treatment).
- Explain options for getting the work done – do it yourself (DIY) or hire a licensed professional.
- Help property owner choose the most appropriate control method(s) and option for getting the work done.

Each new Facilitator is requested to commit to a minimum of 4 hours working on SGH charitable service projects per year.

The chart below illustrates the basic sequence of events when the Volunteer Facilitator becomes aware of a property owner's need for on-site assistance.



Other Help Volunteer Facilitators Can Provide

- Sharing the word about the HWA problem and available solutions as widely as possible in the community. The key messages are:
 - The HWA threat is real, and the clock is ticking.
 - Treated hemlocks can usually be saved; untreated ones will die.
 - Saving hemlocks can be done easily and inexpensively, and help is available.
- Identifying property owner associations, recreational groups, conservation organizations, garden clubs, etc. for sending information
- Seeking opportunities to meet with or present to groups
- Communicating with the Hemlock Help Line to share observations and concerns
- Helping with special events, information booths, volunteer service projects, etc.

If you'd be interested in being a Volunteer Facilitator in your county, please call the Hemlock Help LineSM 706-429-8010.