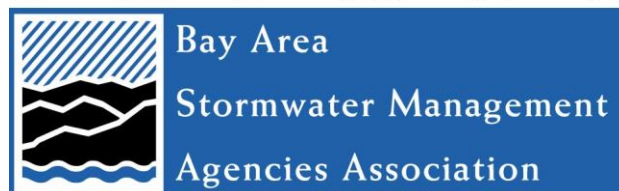


# Annual Reporting for FY 2020-2021

## Regional Supplement for Training and Outreach

### San Francisco Bay Area Small MS4 Permit Implementation

B A S M A A



September 2021

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**List of Attachments**

*Our Water, Our World Program*

- Home Depot Letter of Support
- Our Water, Our World Consultant's Final Report*

## Introduction

This report provides information on regionally implemented activities complying with portions of the Small Municipal Separate Storm Sewer System (MS4) [Phase II Permit](#) issued by the State Water Resources Control Board (Water Board). The Phase II Permit covers stormwater discharges from 24 municipalities and special districts (Permittees) in the North San Francisco Bay Area. In June 2014, the Bay Area Stormwater Management Agencies Association (BASMAA) sent a letter to the San Francisco Bay Regional Water Quality Control Board's Executive Officer on behalf of the Region 2 Phase II Permittees. The letter indicated that the Phase II Permittees would fulfill the outreach and education requirements within their jurisdictional boundaries through a combination of options including contributing to a regional effort through BASMAA. This report covers training and outreach activities implemented by BASMAA related to the following Phase II Permit provisions:

- E.7.a.(ii)(c) and F.5.b.2.(ii)(c) Develop and convey a specific stormwater message that focuses on the following:
  - 1) Local pollutants of concern
  - 2) Target audience
  - 3) Regional water quality issues
- E.7.a.(ii)(d) and F.5.b.2.(ii)(d) Develop and disseminate appropriate educational materials to target audiences and translate into applicable languages when appropriate (e.g., the materials can utilize various media such as printed materials, billboard and mass transit advertisements, signage at select locations, stenciling at storm drain inlets, radio advertisements, television advertisements, and websites);
- E.7.a.(ii)(f) and F.5.b.2.(ii)(e) Distribute the educational materials, using whichever methods and procedures determined appropriate during development of the public education strategy;
- E.7.a.(ii)(g) and F.5.b.2.(ii)(f) Convey messages to explain the benefits of water-efficient and storm water-friendly landscaping, using existing information if available;
- E.7.a.(ii)(i) and F.5.b.2.(ii)(i) Develop and convey messages specific to proper application of pesticides, herbicides, and fertilizers;
- E.7.a.(ii)(j) and F.5.b.2.(ii)(j) Within the Permittee's jurisdiction, provide independent, parochial, and public schools with materials to effectively educate school-age children about storm water runoff and how they can help protect water quality habitat in their local watershed(s);
- E.7.a.(ii)(k) and F.5.b.2.(ii)(k) Develop (or coordinate with existing, effective programs) and convey messages specific to reducing discharges from pressure washing operations, and landscape irrigation and for E.7.a.(ii)(k) only, organized car washes and mobile cleaning;

- E.7.a.(ii)(l) and F.5.b.2.(ii)(l) Conduct storm water-friendly education for organized car wash participants and provide information pertaining to car wash discharge reduction;
- E.7.a.(ii)(m) Develop and convey messages specific to mobile cleaning and pressure wash businesses; and
- E.15.d Diazinon Total Maximum Daily Load TMDL: Conduct outreach to residents and pest control applicators on less toxic methods of pest control (requirement applies only to cities, towns and counties named in the TMDL and/or in Attachment G of the Phase II Permit).

One or more of the following three regional programs or projects conducted by BASMAA addresses the following Permit provisions.

Provision	Mobile Cleaner Training and Recognition Program	BayWise Website	Our Water, Our World Program
E.7.a.(ii)(c) F.5.b.2.(ii)(c)		X	X
E.7.a.(ii)(d) F.5.b.2.(ii)(d)		X	X
E.7.a.(ii)(f) F.5.b.2.(ii)(e)			X
E.7.a.(ii)(g) F.5.b.2.(ii)(f)			X
E.7.a.(ii)(i) F.5.b.2.(ii)(i)			X
E.7.a.(ii)(j) F.5.b.2.(ii)(j)			X
E.7.a.(ii)(k) F.5.b.2.(ii)(k)	X		
E.7.a.(ii)(l) F.5.b.2.(ii)(l)	X	X	
E.7.a.(ii)(m)	X		
E.15.d		X	X

These regionally implemented activities are conducted under the auspices of BASMAA, a 501 (c) (3) non-profit organization comprised of the municipal stormwater programs in the San Francisco Bay Area, including the Permittees. Most of the 2020-2021 annual reporting requirements of the specific Permit provisions covered in this report are completely met by BASMAA projects and programs, except where otherwise noted

herein or by Permittees in their reports. Development and implementation of scopes, budgets, and schedules for BASMAA projects and programs followed BASMAA's operational Policies and Procedures as approved by the BASMAA Board of Directors. Permittees, through their program representatives on the Board of Directors and its committees, collaboratively authorize and participate in BASMAA projects and programs. All BASMAA members have shared in the regional costs of the projects and programs described herein.

## Training

### Mobile Cleaning Training and Recognition Program

This program addresses the following Phase II Permit provisions:

- E.7.a.(ii)(k) and F.5.b.2.(ii)(k) Develop (or coordinate with existing, effective programs) and convey messages specific to reducing discharges from pressure washing operations, and landscape irrigation and for E.7.a.(ii)(k) only, organized car washes and mobile cleaning;
- E.7.a.(ii)(l) and F.5.b.2.(ii)(l) Conduct storm water-friendly education for organized car wash participants and provide information pertaining to car wash discharge reduction; and
- E.7.a.(ii)(m) Develop and convey messages specific to mobile cleaning and pressure wash businesses.

BASMAA's long-standing [Surface Cleaner Training and Recognition Program](#) addresses the BMP and training aspects of the provision by focusing on the most common type of outdoor cleaning – cleaning of flat surfaces like sidewalks, plazas, parking areas, and buildings. Individual Permittees address the inspection and enforcement aspects of the provision.

Cleaners that take the web-based training and a self-quiz are designated by BASMAA as Recognized Surface Cleaners. BASMAA also created and provides marketing materials for use by Recognized Surface Cleaners. Cleaners can use the website to get trained and recognized for the first time or renew their training and recognition, as required annually. Recognized cleaners can also download marketing materials from the website. Potential customers, including Permittees can use the site to verify the recognition status of any cleaner, as can municipal inspectors.

## Public Information and Outreach

### BayWise Website

This project addresses the following Phase II Permit provisions:

- E.7.a.(ii)(c) and F.5.b.2.(ii)(c) Develop and convey a specific stormwater message that focuses on the following:

- 1) Local pollutants of concern
  - 2) Target audience
  - 3) Regional water quality issues
- E.7.a.(ii)(d) and F.5.b.2.(ii)(d) Develop and disseminate appropriate educational materials to target audiences and translate into applicable languages when appropriate (e.g., the materials can utilize various media such as printed materials, billboard and mass transit advertisements, signage at select locations, stenciling at storm drain inlets, radio advertisements, television advertisements, and websites);
  - E.7.a.(ii)(l) and F.5.b.2.(ii)(l) Conduct storm water-friendly education for organized car wash participants and provide information pertaining to car wash discharge reduction; and
  - E.15.d Diazinon TMDL: Conduct outreach to residents and pest control applicators on less toxic methods of pest control (requirement applies only to cities, towns and counties named in the TMDL and/or in Attachment G of the Phase II Permit).

BASMAA assists with this provision by using the regional website: [BayWise.org](https://baywise.org) to list or link to member programs' lists of points of contact and contact information for the stormwater agencies in the Bay Area (<https://baywise.org/about/>).

## **Pesticides Toxicity Control**

### ***Our Water, Our World Program***

The *Our Water, Our World* program: addresses the following Phase II Permit provisions:

- E.7.a.(ii)(c) and F.5.b.2(ii)(c) Develop and convey a specific stormwater message that focuses on the following:
  - 1) Local pollutants of concern
  - 2) Target audience
  - 3) Regional water quality issues
- E.7.a.(ii)(d) and F.5.b.2(ii)(d) Develop and disseminate appropriate educational materials to target audiences and translate into applicable languages when appropriate (e.g. the materials can utilize various media such as printed materials, billboard and mass transit advertisements, signage at select locations, stenciling at storm drain inlets, radio advertisements, television advertisements, and websites);
- E.7.a.(ii)(f) and F.5.b.2(ii)(e) Distribute the educational materials, using whichever methods and procedures determined appropriate during development of the public education strategy;
- E.7.a.(ii)(g) and F.5.b.2(ii)(f) Convey messages to explain the benefits of water-

efficient and storm water-friendly landscaping, using existing information if available;

- E.7.a.(ii)(i) and F.5.b.2(ii)(i) Develop and convey messages specific to proper application of pesticides, herbicides, and fertilizers;
- E.7.a.(ii)(j) and F.5.b.2(ii)(j) Within the Permittee's jurisdiction, provide independent, parochial, and public schools with materials to effectively educate school –age children about storm water runoff and how they can help protect water quality habitat in their local watershed(s); and
- E.15.d Diazinon Total Maximum Daily Load TMDL: Conduct outreach to residents and pest control applicators on less toxic methods of pest control (requirement applies only to cities, towns and counties named in the TMDL and/or in Attachment G of the Phase II Permit).

Below is a report of activities and accomplishments of the *Our Water, Our World* program for FY 2020-2021. Store employee trainings and vendor outreach events were not conducted in FY 2020-2021 due to COVID-19 related safety concerns.

- Coordinated program implementation with major chains Home Depot and Ace Hardware National.
  - Home Depot Corporate (Atlanta) directed support of the program with their stores (see Attachment).
- Coordinated a bulk print of fact sheets, shelf tags, literature rack display signage, *10 Most Wanted* brochures, *Pest or Pal Activity Guide for Kids*, custom-designed product guide dispensers, and two versions of product guides (Home Depot and generic), from which participating agencies could purchase materials.
- Conducted monthly seasonal pests meetings with IPM Advocates for the month/season ahead.
- Updated less-toxic Product List for Home Depot.
- Updated the overall look and navigation of the [Our Water, Our World website](#).
- Staffed a virtual OWOW booth at a two-day vendor event organized by L&L Distributors. The event was held on October 7 and October 8, 2020.
- Developed three new handouts:
  - Tips for Managing Powdery Mildew
  - Tips for Managing Western Spotted Cucumber Beetle
  - A flyer that includes QR codes to all OWOW Fact Sheets

## **Attachments**

### **Point of Purchase Outreach**

Home Depot Letter of Support





**Interoffice  
MEMORANDUM**

**DATE:** January 11, 2021

**TO:** California Store Managers, D28 ASMs and Department Heads

**FROM:** Ron Jarvis

**CC:** Steve Knott, Scott Jacobson

**SUBJECT:** Our Water Our World training

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OUR WATER, OUR WORLD is a coalition of organizations whose purpose is to encourage consumers to use less toxic pest controls in and around their homes. They specialize in retail friendly education. Their goal is not to alienate consumers by telling them what they can't use, but instead their information focuses on less toxic pest management and ties into products currently on our shelves.

An Our Water, Our World (OWOW) representative will be in your store to help train employees and label less-toxic products with shelf-talkers. The representative may also schedule a tabling event to educate consumers. This ties in well with "How-to" weekend events. The representative will display a sampling of excellent less toxic and Eco Options products off our shelves. They will provide free informational literature and a wealth of knowledge and experience. Please enjoy this additional help in your store.

A representative will contact you before the training or demonstration date to arrange details. Please contact Suzanne Bontempo at (415) 317-0475 if you have any questions.

Thank you

A handwritten signature in black ink that reads "Ron Jarvis". The signature is written in a cursive, flowing style.

from the desk of.....

**Ron Jarvis**  
**Merchandising Vice President – Sustainability**  
**THE HOME DEPOT USA, INC.**  
2455 Paces Ferry Road  
Atlanta, GA 30339  
(770) 384-4835  
Fax (770) 384-4411

## **Attachments**

### **Point of Purchase Outreach**

*Our Water, Our World* Consultant's Final Report



# OUR WATER - OUR WORLD

## BASMAA

### Our Water Our World Retail Partners Final Report

July 2020 – June 2021

prepared by Suzanne Bontempo - July 2021

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#### **Program Annual Overview:**

I mentored and assisted IPM Advocates; Debi Tidd, Julie Barbour, Nita Davidson, Lorenzo Levinger, Charlotte Canner, Maris Sidenstacker, and Sherri Sunahara, with providing OWOW services to 193 retailers throughout California. In March, I worked with Fresno Flood Control so that they could sponsor the OWOW program in the four participating Home Depot Stores in their area. I added new retailers to the program in the Sacramento area, to Marin County and to Sonoma County and Debi added a new retailer to Contra Costa County.

#### **Numbers at-a-glance:**

- Currently there are 219 retailers participating in the OWOW program partnership
- IPM Advocates provide services to 193 of these retailers
- 85 OWOW trainings were provided to the retailers
- 626 retail associates were trained
- Outreach: 8 in-person tabling events, reaching no less than 222 consumers
- Outreach: 48 virtual webinars provided, reaching 3932 attendees
- Social Media posts: 5 agencies provide in total 20 social media OWOW 'Pest of the Month' posts reaching hundreds
- Additional outreach:
  - 6 radio interviews were conducted on the bi-lingual radio station KBBF, reaching hundreds
  - 24 IPM educational videos that have received thousands of views
  - 5 written articles for digital distribution, reaching thousands
  - numerous post webinar related questions addressed
  - Taught IPM to 37 students at Santa Rosa Junior College

#### **Impacts of Covid-19 on the OWOW program throughout the fiscal year:**

##### **Virtual Trade Shows:**

The fiscal year started off by coordinating with L&L Distributors to see if Our Water Our World (OWOW) could join their virtual trade show. After weeks of emails communications with the L&L team, as well as joining many virtual meetings, L&L Distributors allowed me to participate with a

virtual OWOW booth scheduled for October 7<sup>th</sup> and 8<sup>th</sup>. The virtual booth experience for the vendors was limited. I was not able to view other vendor's booths nor the product lists each vendor may have had. I was unable to learn about any new eco-products that may be entering the consumer markets. I then emailed each key vendor to request product lists and if they were rolling out new eco-products for the 2021 retail year. Many had planned to bring new eco-products to the 2021 retail marketplace but due to the limitations of packaging supplies due to Covid, such as bottles (which were being used for hand sanitizers globally), many vendors were unable to get their products into the marketplace in a timely fashion. In fact, most were doing all they could to simply deliver products to retailers as fast as they could.

### **Supply chain shortages:**

Due to the shortages of product availability, many of the retail buyers reached out to me for sourcing alternative brands or eco-products. For example, the Codling Moth traps from Monterey Lawn & Garden were not available from the distributors or the vendor. I was able to suggest an alternative brand for the retailers to purchase. The neem oil supplies were also depleted and unavailable for many weeks due to the lack of bottles available.

### **OWOW retailer trainings:**

I mentored the IPM Advocates throughout the year, navigating the Covid restrictions as they continued to change and adjust. As IPM Advocates, we each did what we could to provide OWOW services, conduct associate trainings, provide outreach education to the public and support the retailers with up-to-date information for seasonal pests. The Covid protocols varied slightly between retailers, as the protocols seemed to vary from week to week.

By the spring season, as the Covid restrictions began to ease, the IPM Advocates, including myself were in high demand as many retailers were eager to schedule the OWOW trainings for their associates. The challenge for us was that most retailers were still working with limited crews, we were only able to provide 'in aisle' classes, and with a limited time of 30 minutes in many cases. With Debi Tidd's assistance, I came up with a strategy for providing valuable OWOW trainings for each retailer. Often times we were providing one-on-one trainings so that we could cater the information to meet the level of experience of each associate. This provided to be more work for us but more beneficial for the associates.

### **Outreach:**

The biggest gain I was able to achieve for the OWOW program due to the Covid restrictions was having the opportunity to provide alternative ways to deliver the OWOW message to the public. The OWOW IPM educational webinars that I created took the place of in-person outreach events. For example, I was invited to join the tri-county retailer, Sloat Garden Center, to provide educational webinars for their over 5000-person customer base reaching through Marin, Contra Costa, and San Francisco Counties. We provided 8 webinars for them throughout Jan-June of 2021. All can be watched on the Sloat Garden Center YouTube channel.

The webinars for the public exceeded our expectations, proving to reach a larger audience with the OWOW IPM message for seasonal pest and healthy garden practices. Through the webinar platform we could 'educate the consumer' so that they could make less-toxic purchase for pest management. With each webinar I provided all attendees with a 'Helpful Garden Resource' handout that was catered to the sponsoring City or County. This handout included resources for pest identification, less-toxic pest management, and where the local household hazardous waste facility was located, among other resources. (see appendix on page 9)

At the opening of the webinars, I launch a poll for the attendees to complete prior to starting the program. The one question I ask is 'Are you familiar with/Have you heard of the OWOW program'. Roughly 80% note that they are not.

A post webinar surveys are emailed to each webinar attendee. Approximately 25% of the attendees complete the surveys. This survey asks how likely they are to visit the OWOW and UC IPM website, what city they are joining from, as well as other questions geared to the content of the program. In response to the question, approximately 80% noted that they were likely to visit the OWOW and UC IPM websites for pest management support.

In addition to the OWOW webinars we provided, I worked with IPM Advocate, Charlotte Canner to develop 'Pest of the Month' & 'IPM Pest Tips' social media posts for interested agencies. Julie and I provided written articles for digital distribution, I was invited to join Hugo Mata's bilingual radio show on KBBF that broadcasts to the Spanish listening audiences throughout the greater North Bay Area, Julie and I both provided IPM content for videos that each sponsoring agency could then have on their website for public viewing. With the flexible support of each agency, collaboratively we were able to broaden the reach and awareness of the OWOW message to reach thousands.

At the suggestion of many retailers, I started an OWOW Instagram page to further promote the OWOW message, to highlight the IPM Advocates, to showcase retailers, and to provide a place to post upcoming events. This is a new page, so the reach is still very low, however it is slowly building momentum. Once it has 100 followers, I can track the reach.

### **QR Codes for Fact Sheets:**

Many retailers have been requesting a digital alternative to the OWOW fact sheets. During Covid, the public has been cautious of touching the fact sheets. We are also seeing that many people are also paper sensitive and prefer to not take the fact sheet. I worked with Charlotte Canner to create QR codes to replace the Fact Sheet handouts. We are still working through the details according to best layout for each retailer. The goal is to have QR codes available for each retailer. Moving forward, this can be an alternative to the cost of printing hard copies of fact sheets. (See examples of the QR codes we have created on page 11)

## **Consumer demands:**

The pandemic also brought an abundance of new gardeners. With this, more of our education and support both in the aisle and virtually was geared towards many basic practices; the importance of compost, protecting soil with mulch, right plant right place, how to water effectively, importance of feeding with organic fertilizers – all with the intention of growing healthy plants so that they are less prone to pest problems, thus not needing to use pesticides. Second to this, general garden pest questions, such as aphids and powdery mildew seem to have been the most common problems we experienced. Bed bugs were minimal most likely due to the lack of travel. Inquiries about rats also seemed to have declined some, also due to restaurants being closed. We experienced a much different year over all with pest management inquiries and support.

## **Educational retail trainings and public outreach conducted throughout the 2020-21 FY:**

- Total number of OWOW retailer trainings = 85
  - Out of this total, 24 were at the Home Depot Stores
- Total number of associates trained at these OWOW trainings = 626
  - Out of this total, 232 were Home Depot associates
- Total number of OWOW in-public outreach events in the 2020-21 = 8
  - A total of 6 were at the Home Depot Stores
- Total number of people reached at these in-person OWOW events = 222
  - A total of 147 were reached at the Home Depot stores
- Total number of OWOW webinar events for the public in the 2020-21 fy = 48
- Total number of OWOW webinar attendees = 3932

The attendance to registration ratio was approximately 55%, which is phenomenal for free webinars.

What we learned is that with virtual outreach to the public, we can reach a broader audience by providing a comprehensive OWOW message. Each webinar is recorded then posted on the sponsoring agency's website for future viewing. In addition to webinars for the public, we provided social media content that also reaches a broader audience. The agencies we work with sees the benefit of these virtual platforms.

## **Retailer support and sales overview:**

- Home Depot provided a letter of 'Thanks' and 'Support' for the OWOW program partnership in August of 2020, which Geoff sent to the agencies
- Home Depot provided a letter to BASMAA for the IPM Advocates outlining the program partnership and participation

- The Home Depot store continues to increase their eco-friendly products

According to Tiffany Seto, the Home Depot Environmental Sustainability Manager, “The sale of eco-friendly products still remains strong.” The Home Depot stores has increased the number of eco-products by roughly 25%. It was reported that the sales of Orthro’s 3-in-1, pyrethrin and sulfur eco-pesticide was up 17%. This is phenomenal. This reflects consumer demand, that eco-friendly pesticides are more popular than ever. Vendors and retailers noted that “the organic categories were extremely strong due to the millennials”. Most of the key vendors reported that they were ‘in survival mode’, with their focus throughout the year was of just trying to keep production moving. As mentioned before, vendors were faced with production challenges and shortages of bottles due to the greater need for Covid supplies for public health. So many products were not available, even neem was not available for several weeks. The retailers did what they could, but shelves were empty throughout the area.

### **Working with retailers to increase the program awareness and less-toxic alternatives:**

An important aspect of the OWOW program is to maintain close connections with corporate offices and store management. This allows us to make recommendations for new products to carry, toxic products to phase out, and to keep promoting the value of the OWOW program

Each year we work with Home Depot’s Corporate Office of Sustainability to recommend new products, and to make sure we are covering appropriate information in staff trainings. At the beginning of the new year, this office sends a memo to all store managers reminding them to support the program. They appreciate the work we do in stores, especially when we are able to work with customers in-aisle. We are hoping to develop a training video that staff can watch in the store in the coming year.

We work closely with the Sloat Garden Centers and value the OWOW partnership with them. They regularly reference OWOW in their monthly digital newsletter, and they are very active in supporting the program. We often consult with them before they order their new products for the year to make recommendations for eco-friendly products. As mentioned above, this year they partnered with us on providing a series of webinars for customers. We worked together to plan the topics, and because they were able to advertise to such a large client base these programs were successful in reaching a very large audience. Sloat found out IPM webinars so valuable that they provide incentives for their employees to watch our webinars, then fill out a post program questionnaire.

We work closely with Friedman’s Home Improvement Store and value our OWOW partnership as well. I often consult with the buyer to provide eco-product suggestions, as well I collaborate with the garden center general manager and nursery team leads to coordinate trainings for the employees, upcoming events, and IPM suggestions for seasonal pest problems.

### **OWOW Product Lists:**

I worked with Debi to create the Home Depot eco-product list. As for the 2 Master list; by manufacturer and by pest, due to the nature of this past year, the vendors were not able to provide us with any new products to add to these lists. I found that OMRI has an extensive list of eco-products. This list and with the CA DPR, I can navigate new product on the market as well as products that are no longer registered. I did take the time to edit the master list, however it mostly seems current and up to date.

### **New Handouts:**

Based on customer and staff questions, I collaborated with Debi to develop new handouts on pest management topics. This year, we wrote up new handouts on Powdery Mildew and Spotted Cucumber Beetles. (See the front page of both on page 12)

### **Training Materials:**

Debi and I provided revisions & edits to the training materials, so that they are each up to date and relevant.

### **Coordination with IPM Advocates, Retailers & BASMAA:**

Throughout the year I provided monthly mentoring to the IPM Advocates, as well as one-on-one mentoring with each Advocate when needed. I joined the BASMAA PIP meeting when I could, communicated with Geoff when needs and questions came up, and provided Janet and Lauren copy for the revised OWOW website. I continue to check in with the Home Depot Manager of Environmental Sustainability, providing them with program updates.

### **Final comments:**

The continued support that the OWOW program receives is encouraging when we have been faced with a pandemic. Each of the IPM Advocates, including myself, have taken an enthusiastic and nibble approach to delivering the OWOW message to the public. As I mentioned in my annual program overview above, a highlight of the program was discovering the benefits of providing virtual educational webinars to the public. This reached beyond what we could have imagined. Moving forward we will continue to provide virtual webinars, as well as in-person tableting when appropriate.

### **Webinars offered during the 2020 – 2021 fiscal year**

Here are descriptions of just a few of the webinars that were offered as outreach events during the year.



## Fall Gardening Essentials

Fall is the perfect time to plant and enhance the beauty and health of your garden. Join us for this free online zoom webinar where we will discuss fall maintenance tips to keep your garden healthy, planting now to attract spring beneficial insects, eco-friendly tips for managing common fall pests, and putting your garden to bed for winter. This class will run about an hour with time for Q&A after the program – so come with your questions!

## Bring in the Beneficials

Did you know that 90% of the bugs we see in our gardens are actually good bugs? Encouraging beneficials is one of the best ways to effectively reduce the number of pests in your garden. In this session, you will learn who the good bugs are, what job they are doing for you and how to keep them around. This interactive program is fun for the whole family.

## Grow Your Own Organic Vegetables

We welcome back Suzanne Bontempo from OWOW as she shares techniques to ensure a healthy environment for growing your own food. Join us and learn the many components to growing a successful organic veggie garden, including integrated pest management, companion planting, fertilizing, and choosing the right soil.

## Eco-Friendly Pest Management

Would you like to learn how to prevent pest problems around your home and garden? Join us for this free online zoom webinar where I will discuss how to keep your home and garden pest free. I am also going to share tips for keeping ants, rats and mice out of your home as well as tips for best practices for managing slugs and snails in the garden. This class will run about an hour with time for Q&A after the program, so come with your questions!



The image is a screenshot of a webinar slide. On the left, there is a circular logo with a globe and the text 'OUR WATER OUR WORLD'. To the right of the logo, the text reads 'Our Water Our World' in a large, bold font, with the website 'ourwaterourworld.org' below it. Underneath, a light blue banner says '- National Award-Winning Program -'. The main part of the slide shows a photograph of a store aisle filled with various pest control products, including bottles of 'Necm Oil' and 'Rescue' attractant. A price tag for 'YELLOW JACKETS ATTRACTANT 5.99 EACH' is visible. In the bottom right corner of the slide, there is a white rounded rectangle containing the text: 'IPM Educational Program for the public' and 'Partnership with water pollution prevention agencies & retail businesses'. On the right side of the slide, there is a small video inset showing a woman with glasses, identified as 'Suzanne Bontempo', speaking.

Webinars give us the opportunity to spread the OWOW message to a broader audience.

# Appendix of Resources

IPM Advocates join agencies to deliver seasonal IPM webinar programs. This allows us to share recourses that benefit everyone. Here are just a few examples of promotional materials created in partnership with OWOW.



**FREE WEBINARS!**

## Spring Garden Tips

**GROW FOOD THE WATER-WISE WAY**  
**Thursday, April 15 4:00 - 5:00 PM**  
 We'll learn techniques and strategies for growing a bountiful water-wise food garden, why knowing your soil will help you water effectively, how compost and mulch are important tools, how to retain water on site, and irrigation techniques and troubleshooting. [Register for this class.](#)

**GARDENING WITH GOOD BUGS**  
**Thursday, May 6 4:00 - 5:00 PM**  
 Did you know that 90% of the bugs in your garden are actually good? Encouraging beneficial insects is one of the best ways to reduce the number of pests in your garden. In this session, you'll learn which bugs are important and how to attract them. Fun for the whole family! [Register for this class.](#)

*Suzanne Bontempo is an Environmental Educator and IPM Advocate. The owner of Plant Harmony and program manager for Our Water Our World, Suzanne is a past recipient of the IPM Innovators Award. She has worked in the horticulture industry for over 20 years with landscape contractors, leading garden maintenance teams, and in retail nursery management. Suzanne loves helping others achieve success in gardening.*



*Proudly sponsored by Vallejo Flood & Wastewater District and Fairfield-Suisun Sewer District*

OUR WATER OUR WORLD  
 WITH SUZANNE BONTEMPO  
 PRESENTS:

## Organic Pest Control for the Home & Garden


A FREE WEBINAR  
 Thursday, October 8th, 2020, 3:00 - 4:30 pm  
[REGISTER](#)




**Would you like to learn how to prevent pest problems around your home and garden?**

Join us for this free hour and a half online Zoom webinar with discussions on keeping your home and garden pest free! Learn about tips for keeping ants, rats, and mice out of the house as well as managing slugs and snails in the garden.

There will be time for Q&A after the program to help solve your home and garden pest problems!



## Kick the Chemicals!

### Caring for your Garden and Beyond

Pests or weeds a problem? Think before you use toxic chemicals in your home, yard, or garden. Chemicals can be harmful to water, wildlife, and even your kids' and pet's health. Join us to learn how you can successfully manage pest and weed problems while using alternatives that are healthier for your family and better for the environment.

**Keeping Rats and Mice Out!**  
 Saturday, February 13, 2021, 10 – 11 a.m.  
[Click here to register](#)


**How to Manage Weeds Safely and Effectively**  
 Saturday, February 27, 2021, 10 – 11 a.m.  
[Click here to register](#)

**Bring in the Beneficials!**  
 Saturday, March 13, 2021, 10 – 11 a.m.  
[Click here to register](#)


These hour-long webinars are FREE and open to the public via Zoom! Questions welcome.

A Zoom link for each individual session to be provided upon registration

SPEAKER: Suzanne Bontempo, Our Water Our World Program Manager & Owner of [plantharmony.org](http://plantharmony.org)



# Helpful Gardening Resource Handout to Webinar Attendees



**OUR WATER – OUR WORLD**  
Resources for Gardening in Alameda County

**HELPFUL ORGANIZATIONS**

- Our Water Our World:** [www.ourwaterourworld.org](http://www.ourwaterourworld.org)  
Pest fact sheets & updated lists of less-toxic products; includes an "Ask the Expert" feature to help you identify and manage pests.
- Clean Water Program:** [www.cleanwaterprogram.org](http://www.cleanwaterprogram.org)  
Information on protecting watersheds and reducing runoff, managing common pests, hiring eco-certified pest controllers and local events.
- UC Statewide IPM Program:** [www.ipm.ucdavis.edu](http://www.ipm.ucdavis.edu)  
Identification of pests and weeds; detailed descriptions of pests and management methods.
- Plant Harmony:** [plantharmony.org](http://plantharmony.org) or [suzanne@plantharmony.org](mailto:suzanne@plantharmony.org)  
Visit this organic gardening site to contact our speaker with questions and to sign up for weekly gardening tips.
- Earth Ally:** [earth-ally.com](http://earth-ally.com)  
Created by Charlotte Canner, IPM Advocate and educator. Visit this website to learn about gardening, composting, and supporting Mother Earth
- East Bay Municipal Utility District:** [ebmud.com](http://ebmud.com)  
Lawn & Landscape Watering Schedule – [Lawn\\_Landscape\\_Watering\\_Schedule.pdf](#)
- Stop Waste:** [stopwaste.org](http://stopwaste.org)  
Stop Waste is a public agency that helps Alameda County residents recycle properly and waste less
- BAWSCA:** [bawasca.org](http://bawasca.org)  
For landscaping classes, water saving rebates, gardening tools, and water wise gardening plant list
- Alameda County Master Gardeners:** [acmg.ucanr.edu](http://acmg.ucanr.edu)  
Garden education, resources, and demonstration gardens for Alameda County.
- California Native Plant Society East Bay Chapter:** [ebcps.org](http://ebcps.org)  
Plant recommendations, sources of native plants, and publications aimed at conserving and appreciating native plants. Enter your zip code into their CalScape site for a list of plants suitable to your location: <https://www.calscape.org/>
- Calflora:** [www.calflora.org](http://www.calflora.org)  
A database of CA native plants. Enter a plant name under "Search for Plants" for extensive details about that plant.
- Water Efficient Landscape Design Calculator:** [lwntogarden.org/water-savings-calculator](http://lwntogarden.org/water-savings-calculator)  
Curious about how much water you can save by converting your lawn? Use this calculator to see potential water savings and benefits of sheet mulching!
- Greywater Action:** [greywateraction.org](http://greywateraction.org)  
Greywater Action is a collaborative of educators who teach residents and tradespeople about affordable and simple household water systems that dramatically reduce water use and foster sustainable cultures of water.
- The Urban Farmer Store:** [www.urbanfarmerstore.com](http://www.urbanfarmerstore.com)

A Bay Area resource for all of your irrigation needs, including greywater & rain catchment systems

- Rebates** through East Bay Municipal Utility District: [ebmud.com/watersmart](http://ebmud.com/watersmart)

**BOOKS**

- Attracting Native Pollinators:** Xerces Society, Storey Publishing, 2011.  
Information on providing flowering habitat and nesting sites for our native pollinators.
- Gala's Garden,** Toby Hemmenway, Chelsea Green Publishing, 2009. A practical introduction to permaculture with tips on building fertile soil, conserving water, creating habitat and growing edibles along with ornamentals.
- Gardener's Guide to Common-Sense Pest Control,** Oikowski, Daar, Steve Ash, Taunton Press, 2013. A practical guide that offers effective pest management strategies with the least risk to people and the environment.
- Landscape Pests Identification Cards.** Publication 3513, Larry Strand & Jack Kelly Clark, ANR Communication Services, 2011, order from ANR catalog: 1-800-994-8849. Pocket-sized, laminated cards are a handy reference to insect pests and diseases and management strategies for landscape plants.
- Plants and Landscapes for Summer-Dry Climates,** EBAMUD, 2004. A perfect resource for choosing plants for the Bay Area and designing a healthy garden that attracts beneficials.
- Pests of the Small Garden and Farm.** Mary Louise Flint, UC Press, 1990 and **Pests of Landscape Trees and Shrubs,** Steve Dreistadt, UC Press, 1994. 1-800-994-8849 (ANR Catalog). Extensive color plates for identifying pests and diseases, detailed text on less-toxic management techniques.
- What's Wrong With My Plant: A Visual Guide to Easy Diagnosis and Organic Remedies,** David Deardorff and Kathryn Wadsworth, Timber Press, 2009. Flow charts that help to accurately diagnose plant problems along with less-toxic management strategies.


**PESTICIDE DISPOSAL**

**Household Hazardous Waste Collection Sites:**  
[www.stopwaste.org/at-home/household-hazardous-waste](http://www.stopwaste.org/at-home/household-hazardous-waste)

- Oakland: 2100 E. 7<sup>th</sup> Street
- Hayward: 2091 West Winton Avenue
- Livermore: 5584 La Ribera Street
- Fremont: 41149 Boyce Road


Our Water Our World helps consumers find eco-friendly products for use in their homes and gardens and provides information on managing common garden and household pests.  
[www.ourwaterourworld.org](http://www.ourwaterourworld.org)


Debi Tidd, [dragonfly2010@hotmail.com](mailto:dragonfly2010@hotmail.com) Tidd/20  
S.Bontempo/21




Agencies can create a library of recorded webinars for the public to view on their website or social media platform.

Here is the ACCWP YouTube Channel with the past webinar recordings listed.

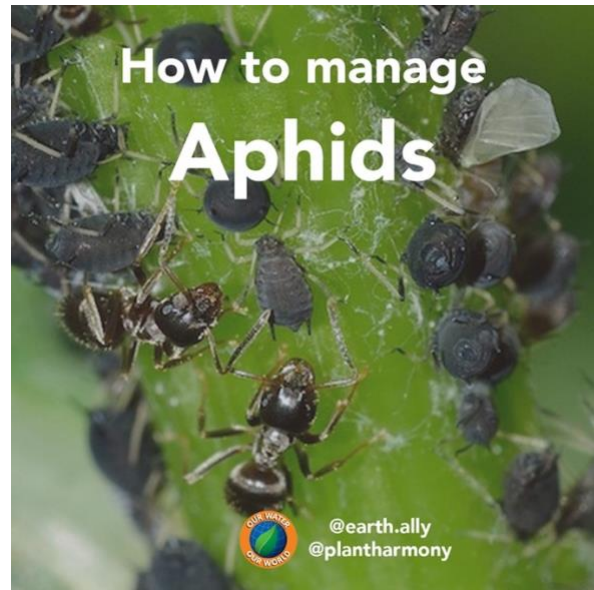
 Watch past webinars on the Clean Water Program Alameda County YouTube Channel



 **Clean Water Program Alameda County**

HOME    VIDEOS    PLAYLISTS    CHANNELS    DISCUSSION    ABOUT

- Drought Proof Your Garden
- Gardening for the Good Bugs
- Waterwise Gardening 101
- Growing Healthy Gardens from the Ground Up
- Fight Home & Garden Pests the Natural Way



'Pest of the Month' & 'IPM Tips' posts were created for those agencies who share through social media platforms. This gave each agency to deliver the OWOW stormwater message to the consumer beyond the participating retailer partnerships.

**IPM Tips**

The most effective way to keep unwanted critters out of your vegetable garden is using barriers like exclusion frames, baskets, and fencing.

Also make sure to harvest food as soon as it's ready and clean up fallen fruit and nuts to avoid attracting pests.

**IPM Tips**


To reduce fungal diseases like rust and black spot, make sure to water your plants in the morning so that the plant can dry out before temperatures cool down.

Plants don't like to go to bed wet!

I am working with Charlotte to create signage that highlights the QR Codes for the OWOW Fact Sheets.

We have created a single index card that will either have the QR code for the OWOW website or QR codes for specific fact sheets. When we have specific pest topics with relevant QR code fact sheet, then we are place the card where the products for that pest are located on the shelf, similar to the shelf talkers.













**EFFECTIVE ECO-FRIENDLY PEST CONTROL • LESS-TOXIC PRODUCTS**







**SOLVE PEST PROBLEMS WITH LESS-TOXIC PRODUCTS**  
Keep your children, pets, and garden healthy




[www.ourwaterourworld.org](http://www.ourwaterourworld.org)

**Pests & Solutions**

Ants 	Aphids 	Bed Bugs 	Cockroaches 
Fleas 	Moles, Voles, & Gophers 	Mosquitoes 	Rats & Mice 
Snails & Slugs 	Spiders 	Weeds 	Yellowjackets 

<b>Healthy Yard &amp; Garden</b>			<b>Informacion en Español</b> 
Healthy Gardens 	Lawns 	Roses 	

**All About Products**

Pesticides & Water Quality 	Pesticide Use & Disposal 	Hiring a Pest Control Company 
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**Rodent problems?**  
To learn about eco-friendly rodent management and products, scan the code below or visit [OurWaterOurWorld.org](http://OurWaterOurWorld.org)



This program is proudly sponsored by the San Francisco Public Utilities Commission [sfpub.org](http://sfpub.org)

**Ants in the home?**  
To learn about eco-friendly ant management and products, scan the code below or visit [OurWaterOurWorld.org](http://OurWaterOurWorld.org)



This program is proudly sponsored by the San Francisco Public Utilities Commission [sfpub.org](http://sfpub.org)

**Gophers in the garden?**  
To learn about eco-friendly gopher management and products, scan the code below or visit [OurWaterOurWorld.org](http://OurWaterOurWorld.org)



This program is proudly sponsored by the San Francisco Public Utilities Commission [sfpub.org](http://sfpub.org)

**Aphid infestation?**  
To learn about eco-friendly aphid management and products, scan the code below or visit [OurWaterOurWorld.org](http://OurWaterOurWorld.org)




This program is proudly sponsored by the San Francisco Public Utilities Commission [sfpub.org](http://sfpub.org)

We have drafted a larger card, similar in size as the rack header. The card pictured here to the left was the first draft created. We wanted to start with this format, though quite busy to the eyes, just to see what the retailer's comments were. So far the QR codes are very popular. This is due in part to the rise in paper conservation, the ease of smart phones, and Covid sanitation practices

## New pest management handouts:

Tips for Managing Powdery Mildew and Tips for Managing the Western Spotted Cucumber Beetle. The first of two pages is below for both.



### OUR WATER – OUR WORLD

#### Tips for Managing Powdery Mildew

Powdery mildew is a common fungal disease found on many different types of plants. It appears as a white or grayish, powdery growth that is most commonly found on leaf surfaces, but may also infect buds, shoots and even flowers and fruits. This 'powder' is actually the mycelium and spores of the fungi. Powdery mildew is rarely fatal, however on some plants, leaves may yellow and fall off, and leaves and shoots may distort.


There are many different types of powdery mildew fungi that can cause the disease, and spores can be spread to new plants by wind. But all of the spores need leaves free of water to germinate, so water on the plant surfaces can actually inhibit germination and kill the spores. Ideal conditions for powdery mildew are temperatures between 60° and 80° F, but it can be active in temperatures from 55° and 90° F. It is most common in shady conditions and dense plantings.

**PREVENTION**  
The best way to manage powdery mildew is to prevent it through cultural practices.

- Place plants in full sun where possible, and provide good air circulation
- Avoid excess fertilizer that stimulates new growth that is more prone to the fungus. Use compost and organic fertilizers to prevent excessive tender, overgrown foliage that shades the leaves and provides the right conditions for the fungus.
- Prune out small infestations, but don't over-prune to avoid rapid growth.
- Irrigate plants by watering leaves mid-morning to kill the spores, and to allow leaves to dry quickly to avoid other fungal infections.
- Clean up dead plant material and fallen leaves so that spores don't spread and won't be able to overwinter in plant tissue.
- Choose plant varieties that are resistant to powdery mildew when possible.

**USING FUNGICIDES**  
In case of severe infections, there are several environmentally-friendly products that can help to manage powdery mildew. Most of these products are best used to prevent powdery mildew, so apply them to plants susceptible to the disease before you see the powdery mildew or in the very beginning stages. Thoroughly cover all plant parts, including under the leaves. Additional applications may be needed as the plant grows.

In general, apply products in the late afternoon when the weather cools and beneficial insects are not present. As with all products, be sure to read the label and use as directed.



### OUR WATER – OUR WORLD

#### Tips for Managing Western Spotted Cucumber Beetle

Western Spotted Cucumber Beetles are found throughout California, and are a pest of cucurbit crops like cucumber, squash and melons. They are easy to recognize with their yellow-green color and 12 black spots on their wing covers. They are sometimes mistaken for lady beetles, but you can identify them by their color and their long, slender antennae. Though often found on cucurbits crops, these beetles will also feed on a wide variety of plants including vegetables, soft fruits, grasses, peas, grains and flowers like sunflowers.

Cucumber beetles are small, about ¼ inch long. They overwinter as adults, usually in weedy areas, and become active in early spring. They lay eggs at the base of plants, and the larva feed on plant roots. Once the larvae pupate and emerge as adults, they eat leaves and fruit. There is a related species, the western striped cucumber beetle, but that beetle is primarily found in Southern California.




Photo courtesy of UC Statewide IPM Program

**DAMAGE**  
In most home gardens, spotted cucumber beetles don't usually cause substantial damage. The most common damage you may see are holes chewed in leaves, shoots and flowers. You may also see scarring on the skin of young fruits. Larvae feed on the roots of plants, but do not usually cause substantial damage.

**MONITORING**  
The best way to manage spotted cucumber beetles is to catch them early in the season.

- The most important step is to watch for the pests from seedling to fruiting so that you can take action before the beetles cause a problem. One way you can find the beetles is to shake a plant over a piece of white paper or cloth.
- You can use a Cucumber Beetle Trap and Lure which uses a pheromone lure to catch them in a sticky trap. This is a good way to identify the beetles.
- You may never have a problem, even if you see a few beetles on your plants. Determine what your threshold for damage is before using pesticides.

## **The year in review:**

### **July 2020:**

7/2: meeting with Debi-upcoming webinar program development & revisions to OWOW materials, and update to the IPM Advocates  
7/2: meeting with Monterey Lawn & Garden Vendor  
7/5: email to IPM Advocates-water conservation showcase, and meeting with Debi  
7/6: email communications with L&L Distributors and October's Virtual Trade Show  
7/7: Information to Advocates: TACT meetings & EPA webinars  
7/8: email communications with L&L Distributors and October's Virtual Trade Show, communications with Margaret about advertising in trade show magazine & payments  
7/9: meeting with Debi about master product lists.  
7/12: email communications with L&L Distributors and October's Virtual Trade Show  
7/15: meeting with Debi about program development  
7/19: more discussions & edits with Debi for the master product list  
7/20: meeting with IPM Advocates about new Covid protocols for retailers  
7/23: meeting with Debi-setting up new stores in Central California  
7/27: Meeting with Debi about webinar program development, store locator update to Geoff  
7/28: store locator update to Geoff  
7/30: email communication & meeting with Julie

### **August 2020:**

8/3: Mentoring & updates for IPM Advocates  
8/4: communications with Home Depot Corporate  
8/10: shared article about pyrethroids to Advocates  
8/12: store locator update to Geoff  
8/13: meeting with Debi & Charlotte  
8/17: communications with Dr Quarles  
8/18: Support, mentoring, and program development for Charlotte and her upcoming webinar  
8/20: emails to the IPM Advocates, and meeting with Debi  
8/31: emails & meeting with Debi

### **September 2020:**

9/2: Mentoring & updates for the IPM Advocates  
9/4: meeting with Julie – program support  
9/8: email communications with L&L Distributors and October's Virtual Trade Show, meeting with Kathy from City of Lodi, meeting with Julie  
9/10: meeting with Charlotte – program support  
9/11: meeting with Lisa -program support  
9/14: email communications with L&L Distributors and October's Virtual Trade Show, email to Geoff  
9/16: email communications with L&L Distributors and October's Virtual Trade Show  
9/20: meeting with Debi about trade show, web development and online trainings  
9/21: email to Geoff about name badges  
9/22: email communications with L&L Distributors and October's Virtual Trade Show, UC IPM continuing ed webinar  
9/24: Mentoring for Advocates  
9/28: email communications with L&L Distributors and October's Virtual Trade Show, meeting with Debi about trade show logistics

9/29: email communications with L&L Distributors and October's Virtual Trade Show  
9/30: email communications with L&L Distributors and October's Virtual Trade Show, webinar development with Debi

### **October 2020:**

10/1: email communications with L&L Distributors and October's Virtual Trade Show, log in support for Debi  
10/2: Webinar development meeting with Debi-program reviews  
10/5: Mentoring & updates for Advocates, meeting with Julie program support  
10/6: meeting with L&L in preparation of show, email communications with L&L Distributors and October's Virtual Trade Show  
10/7: worked L&L virtual booth all day: 8am-5pm, also worked on post webinar survey with Debi for upcoming program  
10/8: worked L&L virtual booth all day: 8am-5pm, email to Advocates: Spotted Lantern Fly, and EPA IPM webinar info  
10/9: email communications with L&L Distributors and October's Virtual Trade Show  
10/12: materials order form to Debi  
10/15-21: webinar programming development with Debi: zoom support, resource page development & revisions, and program edits  
10/22: email to Geoff about OWOW, meeting with Julie  
10/23: meeting with Debi and master product list revisions, meeting with Geoff  
10/25: communications with Debi about webinar dates and shared program outline, additional resources to the IPM Advocates, list of OWOW contract & IPM Advocates to Geoff  
10/26: email to Geoff with name badges & biz cards for Advocates  
10/27: meeting with Julie-program support & mentoring  
10/30: meeting with Nita about new rodent management

### **November 2020:**

11/1: shared article about Fipronil with Debi and other Advocates  
11/2: meeting with Paige from Fresno Flood Control  
11/3: meeting with Geoff about website  
11/4: store locator update to Geoff  
11/8: communication with Dr Quarles  
11/9: mentoring & updates for Advocates  
11/10: email to Geoff about biz cards & name tags, communications with Home Depot Corporate  
11/16: meeting with Monterey Lawn & Garden Vendor  
11/19: Covid updates to Advocates  
11/24: email to Geoff

### **December 2020:**

12/1: meeting with IPM Advocates about UC IPM Continuing Ed, email with Geoff  
12/4: meeting with Charlotte-program support  
12/8: meeting with Debi about programs for the Sloat Garden Centers  
12/14: Webinar program development & review with Debi  
12/21: email communication with Geoff  
12/30: communications with Janet & Debi about OWOW website  
12/31: mentoring & updates for Advocates, and email to Geoff about name badges



## **January 2021:**

1/02: communication with Advocates and OWOW updates for Home Depot Corporate  
1/04: meeting with Charlotte & Sloat  
1/7: updates for Advocates  
1/15: meeting with Debi: webinar review and prep for upcoming programs  
1/20: email to Geoff with HD letter of support, communications with key vendor, Bonide about new product for 2021  
1/21: meeting with Monterey Lawn & Garden Vendor  
1/22: communications with Dr Quarles  
1/25: updates for Advocates and Home Depot product list  
1/26: Draft sent to Lauren about 'who the IPM Advocates are' for OWOW website  
1/29: store locator updates for Geoff, meeting with Maris

## **February 2021:**

2/3: Mentoring & updates for the IPM Advocates, updates with Debi  
2/9: product list revisions, emails with Geoff about OWOW materials  
2/10: BASMAA OWOW materials update for Debi & CCCWP, and webinar program development meeting  
2/12: collaboration of notes from Advocates who joined the Animal Evictions TACT meeting  
2/14: revisions to the Home Depot product list, information from Geoff about print materials  
2/19: virtual meeting with IPM Advocates to discuss spring season, covid protocols, web programs, and more  
2/20: meeting with IPM Advocate Sherri, and Julie  
2/22: meeting with Debi & Charlotte – product lists, and communications with Dr Quarles  
2/23: revisions to Home Depot product list  
2/24: updates to IPM Advocates, and meeting with Debi about revision to OWOW training materials  
2/26: meeting with Summer-Winds Garden Centers and OWOW support

## **March 2021:**

3/1: OWOW updates for Dr Quarles  
3/2: meeting with Debi about web programs, communications with key vendor, Scotts about eco-products  
3/3: Store locator and participating retailer for Lauren & Janet, mentoring & updates for the IPM Advocates  
3/5: Continuing Ed class with UC IPM for IPM Advocate  
3/8: Meeting with Debi on revisions for training materials, plus update to Advocates  
3/15: program development with Charlotte-her webinar & social media post review  
3/18: follow up meeting with UC IPM about continuing ed  
3/25: meeting with Charlotte  
3/27: revised Ace product list & labels for shelf talkers

## **April 2021:**

4/2: mentoring & updates for the Advocates  
4/7: meeting with Charlotte and program development  
4/9: Powdery mildew handout development with Debi  
4/10: program development with Charlotte-social media posts  
4/12: edits & revisions for training materials continued, meeting with Debi to reiew  
4/13: communications with Debi + new store inquiries

4/14: email with Geoff  
4/16: email to Geoff about OWOW link error  
4/17: mentoring for Charlotte  
4/20: meeting with Debi, program development and Spotted Cucumber Beetle handout development  
4/21: information request from Debi, discussion about shelf talkers, webinar program development with Debi, meeting with StopWaste about OWOW program partnership  
4/22: Questions about banners from Debi  
4/26: communications with Debi and program development

### **May 2021:**

5/4: mentoring for Charlotte  
5/7: mentoring & updates for the Advocates  
5/8: mentoring & support for Charlotte, and program development-QR codes  
5/13: program development with Debi  
5/14: product list revisions for the Sloat Garden Centers  
5/21, 26: information for Debi about Sluggo  
5/24: Question for Dr Quarles about Sluggo

### **June 2021:**

6/2: mentoring & updates for the IPM Advocates, program development with Charlotte-QR codes  
6/8: program development with Charlotte  
6/9: email communications with L&L Distributors and October's Virtual Trade Show  
6/17: meeting with Charlotte-QR codes development  
6/22: revision to store locator from Debi and retailer updates  
6/24: updates from Geoff  
6/28: email communications with L&L Distributors and October's Virtual Trade Show

### **Expenses for providing OWOW services thorough the fy: \$3673.00**

Zoom webinar account: \$40 per month x 12 = \$480.00per year  
Survey Monkey: \$384.00 per year  
OMRI subscription: \$59.00 per year  
Dr. Quarles: \$80 per hours x 2.5 hours of research = \$200  
L&L Trade Show: \$1500.00 for OWOW booth  
NorCal Trad Show: \$1050.00

