

## Summary of Hotline Zoom meeting October 4, 2022

Updates were made to:       The Soil Testing document.   Thank you Valorie  
  
  Referral list adding two Spanish speakers willing to work with us  
  
  Resources listing will be updated and uploaded soon

New Document added:       John Clements information on how to plant a tree taken from the  
  SD Gardeners Facebook group posting.

We reviewed how to handle spam. Just click on the three dots on top. Bottom selection is SPAM. Click. Then click YES to agree that it is spam. They will then be prevented from posting again

The Fall Plant Sale and New Class canned responses have been archived. Use the Standard Canned Response. Our SDMG website has been added to it.

The December calendar will be up on October 15. There will be only 31 slots.  
We had 152 tickets in September. That is 109 less than August.

We discussed beginning to create scripted answers for the most common questions. David and Liz will start by contacting the SF/SM group who helped us to establish our online hotline program.

There was discussion about adding other languages. There are many issues to be worked out but it is a subject that we can work on to provide inclusion for the many area residents who speak other languages.

Next Zoom meeting: Tuesday, December 6, 9 am

Potluck on Friday, October 21 at Georgia's home. I hope that you can come.

Thank you to a great team.