

# Professional Conduct

National Pesticide Applicator Certification

Core Manual Chapter 12

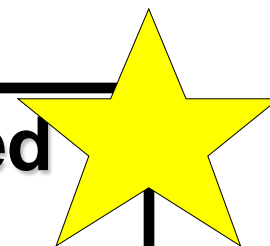
*and*

Category E Chapter 10

# Who can make the application of a Restricted Use Pesticide?

## ❖ Certified applicator only

Minnesota does not permit non-certified applicators to apply restricted use pesticides under the supervision of a certified applicators.



# **Minnesota is More Restrictive Than the Federal Minimum Standard for Pesticide Applicators Application**



# Professional Conduct

This module will help you:

- ❖ Be a professional
- ❖ Know how to communicate with customers

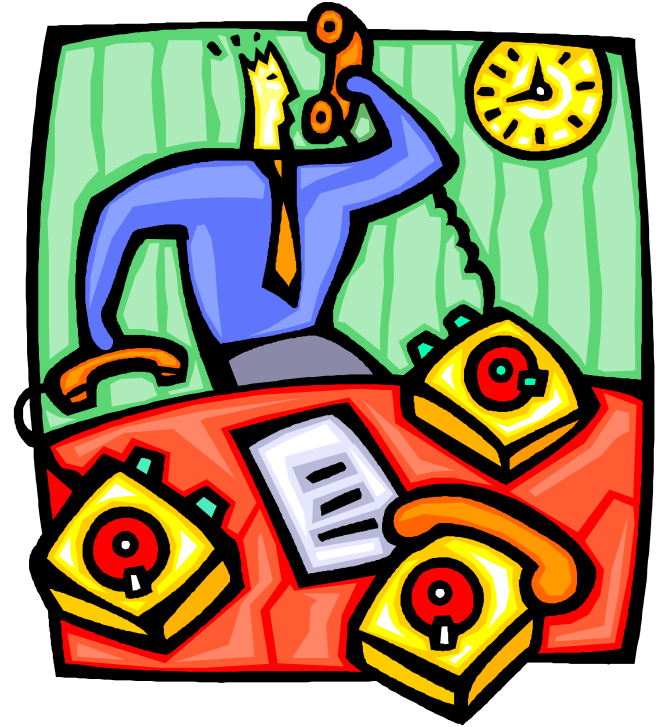
# Terms

*Professional*—a person who conforms to the technical and ethical standards of their profession.

*Customer*—a person who buys the products or services offered by professional pesticide applicators.

# Public and Customer Communication

- ❖ Create a positive professional image
- ❖ Communicate what you are doing
- ❖ Stay current in pesticide issues and IPM
- ❖ Avoid troublesome phrases when communicating



# Introduction

- ❖ Be able to answer some of the questions commonly asked by customers:
  - ❖ Health and Safety
  - ❖ The environment
  - ❖ Laws and regulations
  - ❖ Public concerns
- ❖ Handle customer complaints.

# All applicators must understand:

- ❖ Federal and state pesticide laws and regulations
- ❖ Emergency procedures
- ❖ Importance of following label instructions
- ❖ How and when to correctly use pesticide application equipment

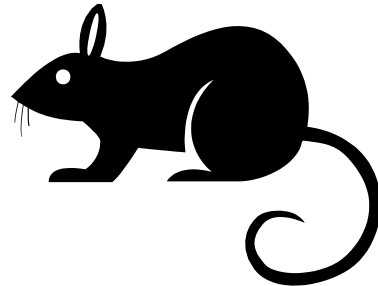
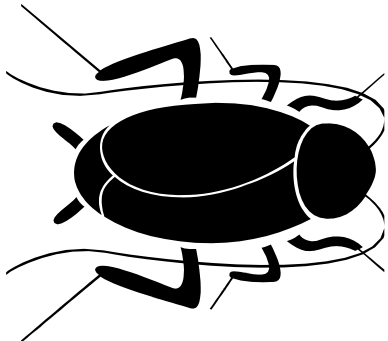


# All applicators must understand:

- ❖ Proper use and care of PPE
- ❖ Need of keeping accurate application records
- ❖ Importance of positive, open communication with employer, employees, customers, and public

# Explain to the Customer “what” and “why”

- ❖ *What* needs to be done to manage pest problem
- ❖ Educate customer on pest and *why* they have a problem
- ❖ Explain your product selection, application technique, and anticipated results



# How to Answer Consumer Questions

- ❖ Be prepared
- ❖ Copies of pesticide labels, MSDS's, application records
- ❖ Admit when you don't know the answer, don't lie



# Answering Customer Questions

- ❖ Preventing pest problems
  - ❖ Pesticides can stop a pest problem that is out of control but pest problems are often a symptom that there may **plant health care issues** in the landscape that need to be resolved.
- ❖ Are pesticides safe?
  - ❖ Pesticide use poses some risks depending on toxicity and exposure.
  - ❖ Improper or inappropriate use can increase pesticide risk

# Answering Customer Questions

- ❖ Minimizing risks
  - ❖ The simplest way to minimize risk is to limit exposure.
  - ❖ Explain reentry intervals.
  - ❖ Explain that people and pets should stay off the treated area.

# Answering Customer Questions

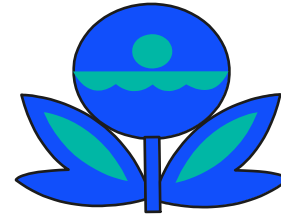
- ❖ General use and restricted use
  - ❖ **Be able** to explain the role of FIFRA, the EPA, and the MDA in pesticide regulation and enforcement.
  - ❖ If you applying restricted use pesticides be prepared to explain why you chose the product and why the product is restricted Natural and organic pesticides
  - ❖ There are public misconceptions about “natural” and “organic” products..
  - ❖ Some organizations have standards for “organic” products

# Phrases to Avoid

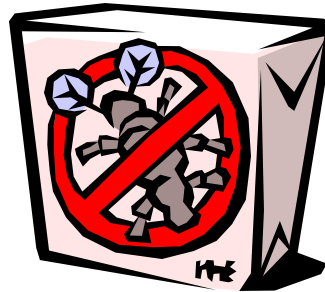
environmentally



EPA-approved



safe or safer

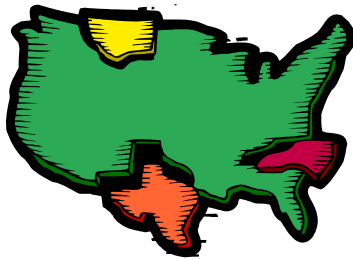


friendly

safe for  
children  
and pets



natural



state-approved

organic



harmless

# Handling Customer Complaints

- ❖ If potential or actual conflicts arise with customers
  - ❖ Be objective, don't get your personal feelings involved
  - ❖ If you are an employee, make your decision based on company policy and politely refer the customer to your manager if your explanation is not sufficient to resolve the customer's concerns.



# Handling Customer Complaints

- ❖ Guidelines for resolving potential conflict situations:
  - ❖ *Listen attentively.*
  - ❖ *Maintain eye contact* with the customer.
  - ❖ *Ask questions* to determine the facts and to make sure you understand the customer's position.
  - ❖ *Agree to a course of action* (based on company policy, terms of sale, the customers attitude).
  - ❖ *Inform others* on your company's staff of the problem and the agreed course of action.
  - ❖ **Keep a detailed record of the problem and agreed course of action.**
  - ❖ **Never argue with the customer.**

# Information Resources

## National Poison Control Center

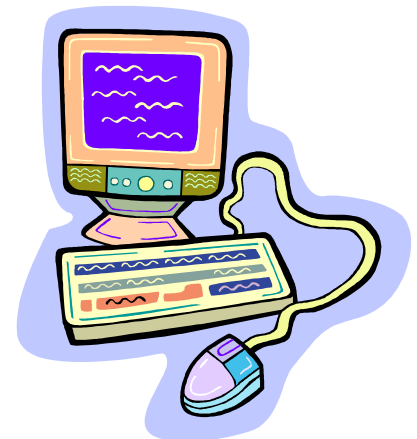


1-800-222-1222

## National Pesticide Information Center (NPIC)

1-800-858-7378

<http://npic.orst.edu>



# Preapplication Notification

## *Pesticide Sensitive Persons*

- ❖ Mandatory in certain states for pesticide-sensitive individuals
- ❖ Prior notification with...
  - ❖ date and address of scheduled application
  - ❖ name and telephone number of applicator
  - ❖ applicator's certification/license number, if applicable



# Pesticide Application Posting

- ❖ Worker Protection Standard for agricultural applications
- ❖ Minnesota requirements vary by city.



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# Stay Current

- ❖ Participate in continuing education
  - ❖ Regulations
  - ❖ Safety
  - ❖ Environment
  - ❖ New products
  - ❖ IPM
  - ❖ Recordkeeping



# Be Professional



# Summary

- ❖ Certified applicators must know the minimum standards under
  - ❖ FIFRA
  - ❖ state laws
  - ❖ and label requirements

# Summary

- ❖ WPS has specific training requirements
- ❖ Enforce security procedures
- ❖ Communicate effectively with employees and customers
- ❖ **Be professional!**



## CHAPTER 12

### Q1. Certified Pesticide Applicators must know:

1. Federal and state pesticide laws
2. Security and emergency procedures
3. How to read a pesticide label
4. The correct use of personal protective equipment

A. 1 only

B. 1 and 2 only

C. 1, 2, and 3 only

D. 1, 2, 3, and 4

## Q2. Pre-application notification is required:

1. On all turf applications
2. In all daycares where pesticides are applied
3. When a label requires it
4. When and where state laws require it

A. 1 and 2 only

C. 2 and 3 only

B. 1 and 3 only

D. 3 and 4 only