

Professional Conduct

National Pesticide Applicator Certification

Core Manual Chapter 12

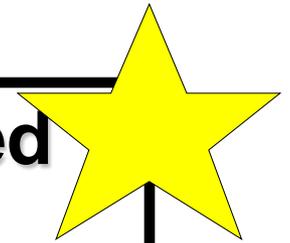
and

Category E Chapter 10

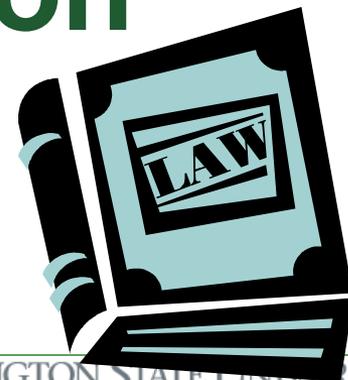
Who can make the application of a Restricted Use Pesticide?

❖ 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

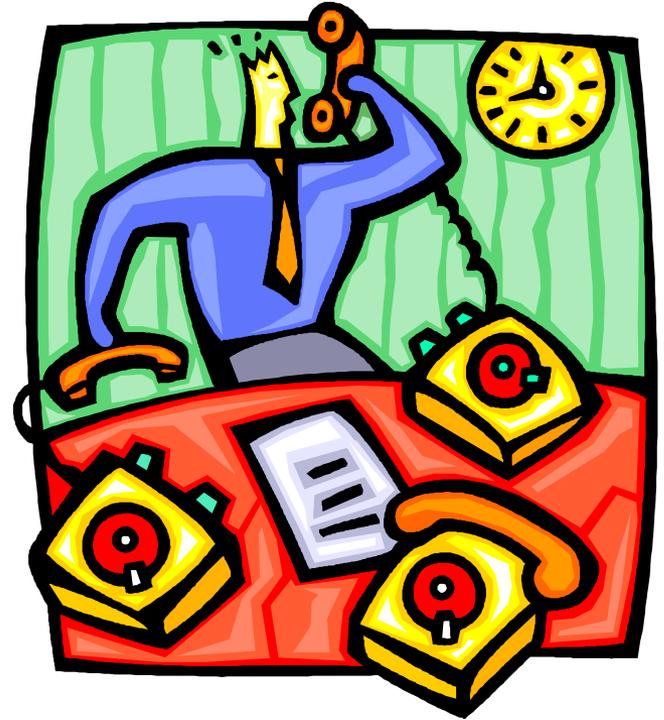
Terms

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:

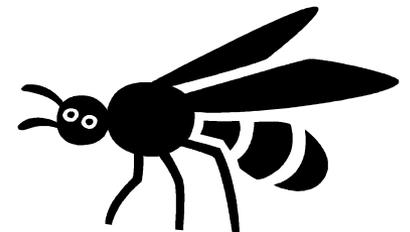
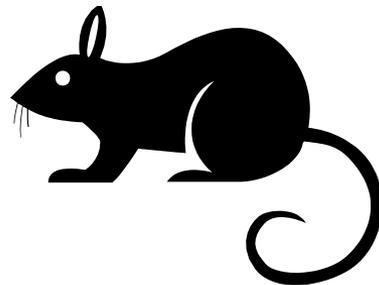
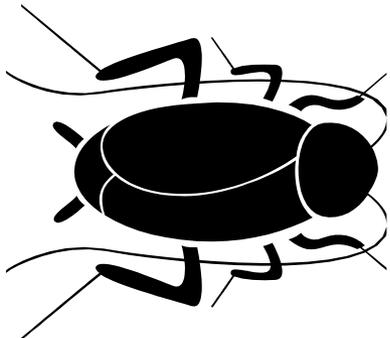
- ❖ Federal and state pesticide laws and regulations
- ❖ Emergency procedures
- ❖ Importance of following label instructions
- ❖ How and when to correctly use pesticide application equipment

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

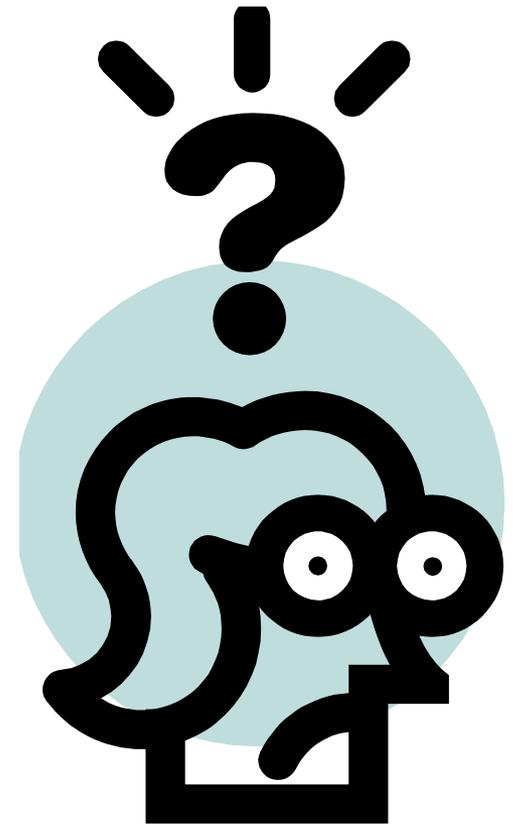
Explain to the Customer “what” and “why”

- ❖ *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

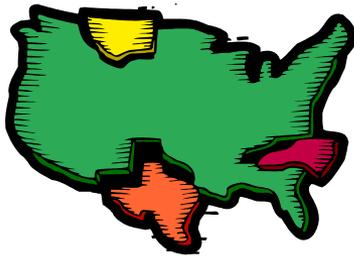
Phrases to Avoid

environmentally



friendly

natural

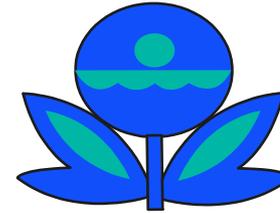


state-approved

safe or safer



EPA-approved



safe for
children
and pets



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

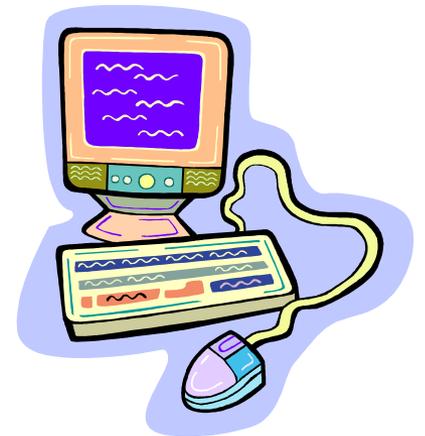


1-800-222-1222

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.



This landscape has been
treated by Landscape Pros



For more information call
(000) 444-6666



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