

# 10. E10 Professionalism, Safety and Human Health



# Professionalism, Safety and Human Health

**Professionalism** What is Professionalism?

**Professionalism** is the skill, good judgment and polite behavior expected from a person who is trained to do a job well.

Expectations from professional pesticide applicators

- Demonstrate professional conduct with the public.
- Know how to minimize application risks to yourself and customers.

# Professionalism, Safety and Human Health

## Professionalism

### What is Professionalism?

- Know how to handle and apply pesticides and protect yourself, your co-workers, and the public.
- Stay current on Green Industry-related laws, regulations.
- Learn how to communicate appropriately with your customers and the public.

# Professionalism, Safety and Human Health

## Professionalism

Keep current on regulations, equipment, safety, and environmental concerns

- Federal, state and local regulations may apply to pesticide application these laws and regulations may change, stay current and knowledgeable.
- Federal laws are covered in the Category A Manual and State Laws in the Category A – Minnesota Supplement manual. Check with your employer to see if local rules or regulations apply to the site where you will be working.

# Professionalism, Safety and Human Health

## Professionalism

Keep current on regulations, equipment, safety, and environmental concerns

- EPA Worker Protection Standard (WPS) applies to agricultural commodities including greenhouse and nursery plants. These regulations aim to prevent risk of injury to pesticide workers and handlers.

- The label is the law! Read and understand the entire label!

# Professionalism, Safety and Human Health

## Professionalism

Keep current on regulations, equipment, safety, and environmental concerns

Minnesota requires

- All commercial applicators and applicators on golf courses to be licensed.
- Noncommercial applicators to be licensed to apply Restricted Use Pesticides RUP.
- Individuals seeking to apply RUP must be certified as Private Applicators on their own land for production of agricultural commodities.

# Professionalism, Safety and Human Health

## Professionalism

Communicate with customers, neighbors, the public and the media.

- Be prepared to answer customer questions on plant health care and how their maintenance practices will affect plant health care.
- Some minor pests will not require treatment.
- Presence of some serious pests are indicative of cultural problems in the landscape. Pesticides will not, by themselves provide a long-term solution.

# Professionalism, Safety and Human Health

## Professionalism

Communicate with customers, neighbors, the public and the media.

- Long term problems should be handled with IPM.
- The simplest way to minimize risk is to minimize exposure, customers need to follow reentry interval REI requirements.



# Professionalism, Safety and Human Health

**Professionalism** Professional ethical standards.

- Don't take short cuts that may impact your customers or the environment.
- Offer honest and knowledgeable advice.
- Follow appropriate safety standards for handling and applying pesticides.
- Use IPM knowledge to apply pesticides only when necessary and to protect people and the environment.

# Professionalism, Safety and Human Health

## Professionalism

- Be prepared to explain FIFRA, role of the EPA, and MDA in pesticide regulation and enforcement.
- Explain why you are recommending to use a particular pesticide and if it is restricted use why it is classed as restricted use.

# Professionalism, Safety and Human Health

## Professionalism

### General and restricted use

- **General use pesticides** can be purchased and applied by the public.
- **Restricted use pesticides RUP** can only be purchased and applied by licensed pesticide applicators holding the appropriate licenses.

# Short Summary

**All commercial applicators and applicators on golf courses to be licensed.**

**Noncommercial applicators must be licensed to be licensed to apply Restricted Use Pesticides RUP.**

**Use IPM knowledge to apply pesticides only when necessary and to protect people and the environment.**

# Quick Questions

**What is professionalism?**

*Professionalism is the skill, good judgment and polite behavior expected from a person who is trained to do a job well.*

**What is the Worker Protection Standard WPS?**

*The WPS applies to agricultural commodities including greenhouse and nursery plants.*

**What are Restricted Use Pesticides?**

*Restricted use pesticides RUP can only be purchased and applied by licensed pesticide applicators holding the appropriate licenses.*

# Professionalism, Safety and Human Health

**Professionalism** Handling customer complaints.

- Goal is to turn an unhappy customer to a happy customer.
- Listen actively Maintain eye contact.
- Show sympathy and understanding.
- Avoid justifying or making excuses. Focus on how you will solve the problem.
- Ask open-ended questions to find the essential facts being careful not to antagonize the customer.

# Professionalism, Safety and Human Health

## Professionalism

Handling customer complaints.

- Agree on a course of action.
- Inform others on staff of the agreed course of action.
- Record the incident with relevant details and keep a copy of the record.
- Never argue

# Professionalism, Safety and Human Health

## Professionalism

### Media

- Know company policy about speaking to the media.
- Be careful what you say and do when media are present.



# Professionalism, Safety and Human Health

## Professionalism

**Making good judgments when no clear answer or solution exist.**

- **Consider calling a supervisor for input.**
- **Consider human and animal safety and potential environmental risks or if an unsafe condition exists and consider postponing the application.**
- **Refer to Category A National Core Manual and Category A –Minnesota Supplement for detailed safety and health information for pesticide applicators.**

# **Professionalism, Safety and Human Health**

## **Identify and Prevent Risks.**

**Working in areas where pesticides have been applied**

- **Schedule work so that the pesticide application is the last task.**
- **Wear appropriate PPE to protect against pesticide residue if you are working in areas where pesticides have been applied.**

# **Professionalism, Safety and Human Health**

## **Identify and Prevent Risks.**

### **Overhead applications and tree injections.**

- **Overhead applications i.e. trees and shrubs, require extra protection and PPE. Keep co-workers and customers a safe distance away.**
- **Keep the public and customers a safe distance away from tree injections. Follow applicable company policies.**

# **Professionalism, Safety and Human Health**

## **Identify and Prevent Risks.**

**Greenhouse, interiorscapes, and other enclosed spaces.**

- **Where possible schedule applications when public is not present.**

- **For interiorscapes plants may be moved to a more protected area for pesticide application.**

# **Professionalism, Safety and Human Health**

## **Identify and Prevent Risks.**

**Greenhouse, interiorscapes, and other enclosed spaces**

- **Try to set controls on the ventilation system to confine pesticides only to the area where application is being made.**
- **Level of pesticide risk depends on the toxicity and the level of exposure. Use of the least toxic pesticide does not always pose the lowest risk.**

**RISK = TOXICITY X EXPOSURE**

# **Professionalism, Safety and Human Health**

**Prevent and minimize risks to humans and non-target organisms.**

- **Follow your employer's policies on pesticide use these policies should be written and provided to employees.**
- **Recognize sensitive sites for pesticide application i.e., sensitive because of potential exposure to humans or animals.**

# Short Summary

**Recognize sensitive sites for pesticide application i.e., sensitive because of potential exposure to humans or animals.**

**Follow your employer's policies on pesticide use these policies should be written and provided to employees.**

**Schedule pesticide applications in greenhouses and interiorscapes when the public is not present.**



# Quick Questions

When discussing a complaint with a customer what are two things you should do?

*Listen actively and maintain eye contact.*

What determine the level of pesticide risk?

*The level of pesticide risk depends on the toxicity and the level of exposure.*

When no clear answer or solution exist to a customer complaint what should you do?

*Consider calling a supervisor for input.*

# Professionalism, Safety and Human Health

Prevent and minimize risks to humans and non-target organisms.

- **Sensitive sites** that are particularly vulnerable to harm from pesticide exposure e.g., schools, day care facilities, healthcare facilities, playgrounds and recreation areas.
- Surface waters, flower gardens, and areas with foraging bees are also sensitive areas.

# **Professionalism, Safety and Human Health**

**Prevent and minimize risks to humans and non-target organisms.**

- **Pesticides should be kept in locked storage areas. Empty containers and mixing equipment should also be secured.**
- **Vehicles for transporting pesticides and application equipment should be secured.**

# Professionalism, Safety and Human Health

**Prevent and minimize risks to humans and non-target organisms.**

**Using pesticides in residential areas**

- **Verify people and pets are not in the immediate area of an application.**
- **Do a visual assessment of the property** look for signs of human activity e.g., open windows, vehicles in driveway, laundry on clothes lines, pools or water features need to be tarped, personal property in the yard, or neighbors present if spraying.

# Professionalism, Safety and Human Health

**Prevent and minimize risks to humans and non-target organisms.**

**Using pesticides in residential areas.**

- **If people are present in the yard ask them to go inside. If there are pets present ask the people to take them inside.**
- **Move personal property in the yard outside the target area to avoid contamination.**
- **Reschedule the application, if necessary, in order to avoid exposure or contamination.**

# Professionalism, Safety and Human Health

**Prevent and minimize risks to humans and non-target organisms.**

**Using pesticides in commercial areas.**

- **Apply when people are not present when possible.**
- **Post the area and or block off when people are present during the application and appropriate time after the application.**

# Professionalism, Safety and Human Health

**Prevent and minimize risks to humans and non-target organisms.**

## **Parks and public spaces**

- **Avoid spraying during peak visitation periods.**
- **Mornings are usually best.**
- **People often call the city when applications are made to parks.**
- **Keep good, written records of applications.**

# Professionalism, Safety and Human Health

**Prevent and minimize risks to humans and non-target organisms.**

**Golf courses.**

- **Applicators must be constantly aware of potential exposure to workers, players, and neighboring properties.**
- **Many clubs post blanket notices on the 1<sup>st</sup> and 10<sup>th</sup> tees stating that plant protectants are used periodically.**
- **This notice does not relieve the club of label-required application techniques and procedures.**



# Professionalism, Safety and Human Health

Prevent and minimize risks to humans and non-target organisms.

Golf courses.

- Keeping ahead of play is essential—this allows time for plant protectants to dry.
- Some clubs schedule applications during pre-dawn hours or even at night.
- Record keeping is essential. MN law requires that records be kept of all restricted use pesticide RUP, golf course, and all commercial pesticide applications.
- Advise the pro shop and clubhouse when applications are made on golf courses.

# Professionalism, Safety and Human Health

**Prevent and minimize risks to humans and non-target organisms.**

**Nursery, greenhouse, and interiorscape.**

- **When possible schedule the applications when the public is not present.**
- **When buildings are open block off the target areas and close of the ventilation. Temporarily use plastic or tarps to cover water features during application.**

# Professionalism, Safety and Human Health

## Posting requirements

Label requirements. Some pesticide labels contain posting requirements.

- MDA does not require posting for turf applications but some cities do require postings by commercial pesticide applicators.
- Cities are responsible for the enforcement of their ordinances for pesticide and herbicide application. The Minnesota Pesticide Law establishes uniform posting and signing requirements for cities.

# Professionalism, Safety and Human Health

## Posting requirements

- Chemigation label requirements. Some pesticide labels contain posting requirements.
- Sites treated by chemigation must be posted with signage during the application and a until after the expiration of the reentry date.

# Short Summary

Pesticides should be kept in locked storage areas. Empty containers and mixing equipment should also be secured.

Worker Protection Standard WPS standards require posting and other communication to protect employees, applicators, and pesticide handlers, in or near target areas.

Record keeping is essential for pesticide applications.

# Quick Questions

Does MDA require posting for turf and ornamental pesticide applications?

*MDA doesn't require posting but some municipalities do require posting*

Does WPS require posting and other communication about spray applications

*Yes*

How should pesticides be stored?

*In locked areas*