

CHAPTER 12

Professional Conduct

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National Pesticide Applicator Certification Core Manual

Professional Conduct

This module will help you:

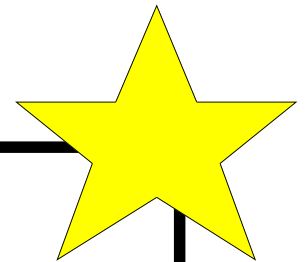
- ❖ Be a professional
- ❖ Know when uncertified people can apply under supervision of a certified applicator
- ❖ Know how to communicate with customers

Who can make the application?

- ❖ Certified applicator only
- ❖ Person working under direct supervision of a certified applicator

RESTRICTED USE PESTICIDE

For retail sale to and use only by certified applicators or persons under their direct supervision and only for those uses covered by the certified applicator's certification.



Supervision



Minimum federal standard

“Unless otherwise prescribed by its labeling, a pesticide shall be considered to be applied under the direct supervision of a certified applicator if it is applied by a **competent person acting under the instructions and control of a certified applicator who is available if and when needed**, even though such certified applicator is not physically present at the time and place the pesticide is applied” (FIFRA, Sec. 2(e)(4)).

Supervision

- ❖ **Competent person** - properly qualified to perform functions associated with pesticide application
- ❖ Applicators, who are not certified, need to be professional and properly trained
- ❖ Control of a certified applicator who is available if and when needed



Supervision



Minimum federal standard

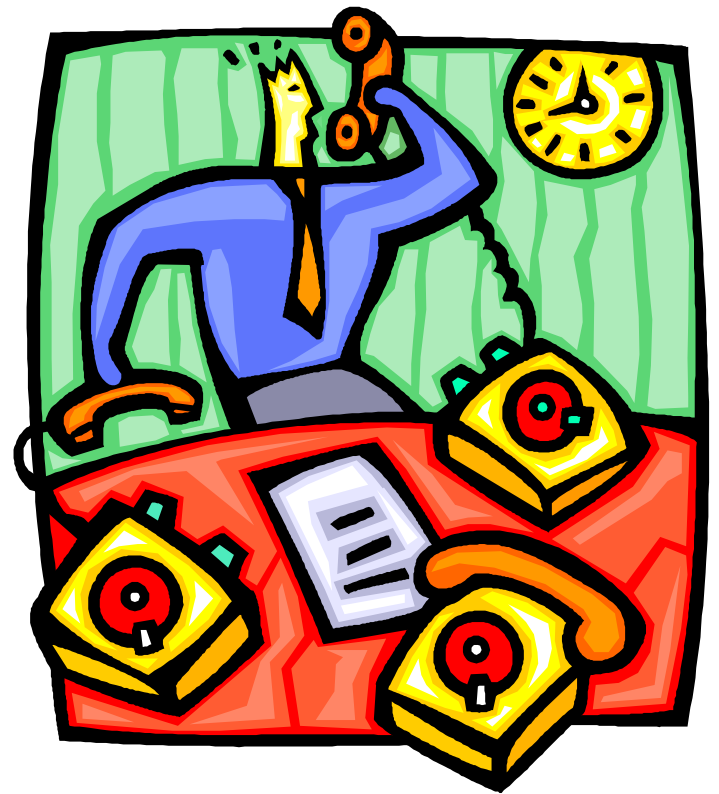
- ❖ (FIFRA, Sec. 2(e)(4)), previous slide
- ❖ Make sure you know what your state regulations are because they are often more strict than the minimum federal standard

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

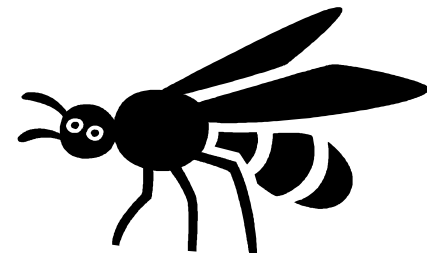
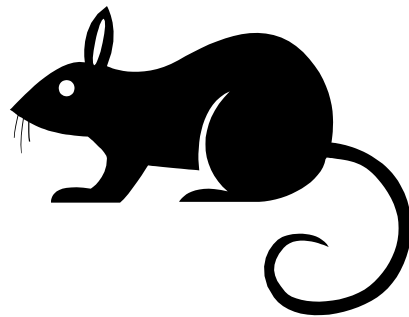
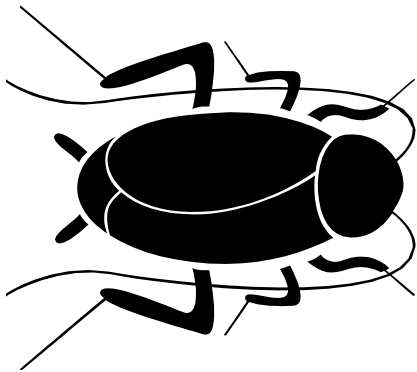
Public and Customer Communication

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



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



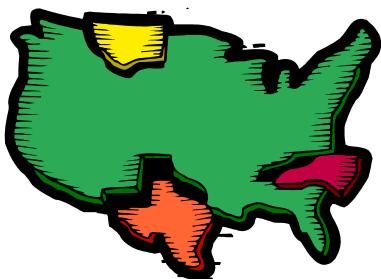
Phrases to Avoid

environmentally



friendly

natural

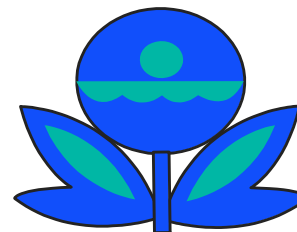


state-approved

safe or safer



EPA-approved



safe for
children
and pets



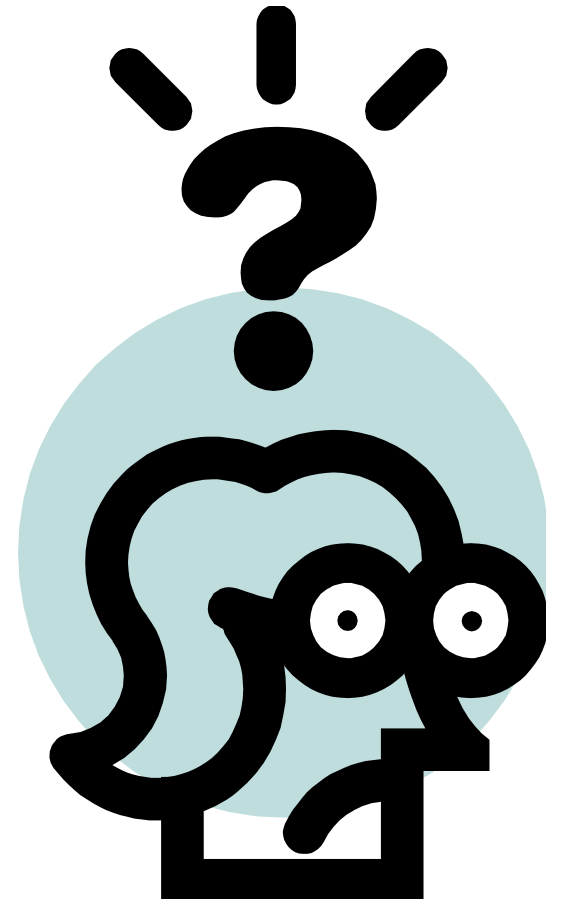
organic



harmless

How to Answer Consumer Questions

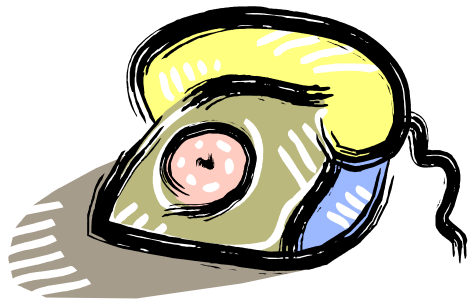
- ❖ Be prepared
- ❖ Company training exercises
 - ❖ Role-playing
- ❖ Copies of pesticide labels, MSDS's, application records
- ❖ Admit when you don't know the answer, don't lie



Information Resources

National Poison Control Center

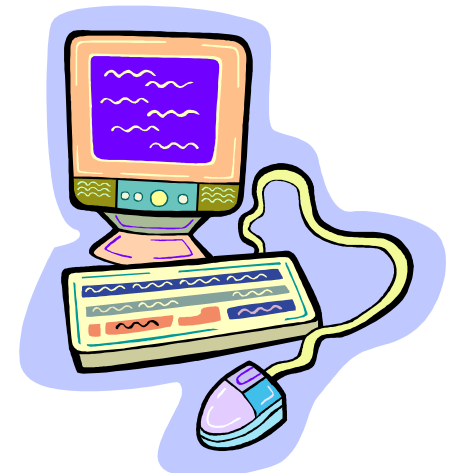
1-800-222-1222



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
- ❖ State-specific requirements
 - ❖ Typically parks, schools, golf courses and residential



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 supervising applicators who are not certified must know the minimum standards under
 - ❖ FIFRA
 - ❖ state laws
 - ❖ and label requirements

Summary

- ❖ Adequately train and supervise applicators who are not certified
 - ❖ WPS has specific training requirements
- ❖ Enforce security procedures
- ❖ Communicate effectively with employees and customers
- ❖ **Be professional!**

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Q1. Applicators who are not certified 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

CHAPTER 12

Q3. The minimum federal standard for direct supervision of uncertified individuals requires which of the following?

- A. A certified applicator must give instructions to the uncertified applicator, but does not need to be present
- B. The certified applicator must be present while the application is made by the uncertified applicator
- C. There is no minimum federal standard for direct supervision of uncertified applicators
- D. Certified applicators must always be available by phone for uncertified applicators

Acknowledgements

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The logo for CAST, consisting of the letters "CAST" in white, bold, sans-serif font, centered within a dark green rectangular box.